

**ARIZONA
JUDICIAL
DEPARTMENT**

**INFORMATION
TECHNOLOGY
STRATEGIC PLAN**

FOR FISCAL YEARS
2001-2003

TABLE OF CONTENTS

INTRODUCTION	1
PLANNING METHOD AND PARTICIPANTS	4
JUDICIAL DEPARTMENT VISION	6
JUDICIAL DEPARTMENT STRATEGIC INITIATIVES	7
INFORMATION TECHNOLOGY STRATEGIC INITIATIVES	9
FISCAL YEAR 2000 ACCOMPLISHMENTS	18
CURRENT ENVIRONMENT STATUS	30
Hardware Environment (Detail in Appendix A)	
Software Environment (Detail in Appendix B)	
INFORMATION TECHNOLOGY STRATEGIC INITIATIVES	42
• Maintain and Upgrade Infrastructure	
• Provide Security and Disaster Recovery	
• Support Statewide Automation Projects	
• Improve Communications and Public Access	
• Address Document Management	
• Provide Administrative Support Functions	
INFORMATION TECHNOLOGY STRATEGIC PROJECTS	68
Strategic Project Analysis	
• ACAP Software Project	
• ACAP Rollout	
• JOLTS Software Project	
• Adult Probation Software Development and Rollout	
• Central Public Access to Data	
• Electronic Document Management	
• Data Warehouse	
• Judicial Network	
• Email Everywhere	
• Justice Integration Project	
• Training and Automation Support Services	
• Data and Network Security	
• Virtual Self-Service Center	
• Technical Training	
• Video Conferencing	
• Appellamation Software Project	

ABBREVIATIONS

ACAP	Arizona Court Automation Project
ACJC	Arizona Criminal Justice Commission
ACJIS	Arizona Criminal Justice Information System
AJC	Arizona Judicial Council
AJIN	Arizona Judicial Information Network
AOC	Administrative Office of the Courts
APETS	Adult Probation Enterprise Tracking System
CASA	Court Appointed Special Advocate
CIP	Confidential Intermediary Program
COT	Commission on Technology, a committee of AJC
DCATS	Dependant Children's Automated Tracking System
DES	Department of Economic Security
DOR	Department of Revenue
EDM	Electronic Document Management
FAQ	Frequently Asked Questions
FCRB	Foster Care Review Board
GITA	Government Information Technology Agency, an executive branch
IT	Information Technology
ITAC	Information Technology Authorization Committee, an executive
ITD	Information Technology Division, a division of the AOC
JCEF	Judicial Collections Enhancement Fund
JOLTS	Juvenile On-Line Tracking System
LVCC	Large Volume Court Committee, a subcommittee of COT
PIMS	Probation Information Management System
RFP	Request for Proposal
TIP	Tax Intercept Program

INTRODUCTION



The Arizona Judicial Department's Information Technology Strategic Plan: 2001-2003 reflects technology planning for all Arizona courts. The Supreme Court, the Court of Appeals and the Superior Court in each county, on behalf of their general and limited jurisdiction courts, prepared information technology strategic plans. Their accomplishments and directions are incorporated into the statewide technology activities coordinated by the Administrative Office of the Courts. The individual plans are included in the Appendix.

The Arizona Judicial Department consists of the Supreme Court, the Court of Appeals, the Superior Court, Justice of the Peace Courts, and Municipal Courts. The Supreme Court has administrative supervision over all courts in the state and the authority to make rules governing all procedural matters in any court.

The Arizona Judicial Council, established in 1990, assists the Supreme Court in developing and implementing policies that will provide central direction for court management, consistency in court operations, and coordination of services within the courts. Under the direction of the Chief Justice, the Administrative Office of the Courts provides the necessary support for the supervision and administration of all courts.

The Commission on Technology is a committee of the Arizona Judicial Council. The Commission plays both an advisory and a review role with respect to statewide technology policies, standards, and applications. The Information Technology Division of the Administrative Office of the Courts staffs the Commission and its subcommittees, and generally provides the technical resources for statewide technology projects.

The Arizona Judicial Department has turned to technology as one means to meet its goal to provide an independent, accessible and integrated judicial system in accordance with Constitutional mandates. There are many compelling reasons that the Court is looking to automation to meet today's demands for information and efficient processing. The following strategic plan maps out the future direction of Arizona's Judiciary in information technology architecture and projects for the three year period including fiscal years 2001 through 2003.

The Arizona Judicial Department is proud of its accomplishments in information technology over the last seven years since statewide efforts towards technology planning and statewide systems

and standards began in earnest. All juvenile probation functions are automated on JOLTS. Most the courts are now automated on the same, centrally supported and managed system, FACTS. Once the high volume courts in Maricopa and Pima counties implement the statewide case and cash management system over the next few years, there'll be only a handful of courts that have legacy case management systems they're continuing to use. Adult probation offices in 14 counties (Maricopa, with its own system, is the exception) are using the same statewide reporting and statistical data collection system. A training program to support common court "best practices" processes and procedures is being developed and implemented. Please refer to the [Fiscal Year 2000 Accomplishments](#) section for a detailed listing of last year's information technology accomplishments.

The demands of the public to access court information, information sharing among the courts and other criminal justice agencies and the sheer volume and complexity of justice transactions are focusing the Judiciary on modernizing the courts using technology. The court will undertake a review of technology-hostile court rules. The court hopes to encourage use of technology to enable the improved effectiveness of court business processes and those of the entire criminal justice system.

In prior year IT Technology Strategic Plans, the focus was on the business needs, strategic initiatives and IT projects within the Arizona Judicial Branch. In this year's plan, there will also be identified the technological role the judiciary plays in the enhancement of the criminal justice system as a whole in the State. While much progress has been made within each criminal justice function to improve operational effectiveness, it is now widely acknowledged that criminal justice agencies must collaborate to bring about the much needed systemic improvements. The first initiative to be addressed is the improvement in the exchange of data between the various criminal justice functions and the creation of county level common criminal justice information history files. The second initiative in this area is Electronic Document Management which includes electronic filing and document imaging and the integration of documents with other agency applications. Being central to the criminal justice system, the courts play a critical part in the successful accomplishment of this initiative.

Within the Judicial Branch, this year's plan will place special emphasis on enhancing the functionality of the newer existing state wide applications. In particular, the ACAP FACTS case management system will be strengthened in the financial areas and will be modified to provide its user courts with benefits which will exceed the level of effort necessary to maintain it. This will include the implementation of ancillary applications which support FACTS and related court operations. The automated exchange of data among criminal justice agencies mentioned above will significantly reduce the level of effort to use FACTS and will improve the timeliness of information. JOLTS - Phase II will bring to its users an easier interface and enhanced accessibility for those with an approved need to know.

The Arizona Judicial Branch's Information Technology Strategic Plan for Fiscal Years 2001-2003 offers a "roadmap" to the information technology direction and activities in the Judiciary. It

is based upon a rigorous planning process which resulted in IT plans at the county level and for selected urban courts. These supporting plans are included for the first time in Appendix C. This plan first presents the Judiciary’s business strategic initiatives. Then, the information technology initiatives, supporting these business needs, are outlined. Finally, major IT strategic projects are outlined.

The IT strategic initiatives are:

- **Maintain and Upgrade Infrastructure**
- **Provide Security and Disaster Recovery**
- **Support and enhance Statewide Automation Projects**
- **Improve Data Exchange, Communications and Public Access**
- **Address Document Management**
- **Provide Administrative Support Functions**
- **Facilitate Court Communications**

The Commission on Technology and its subcommittees are a strong, active force for directing technology efforts and funding. Its members deserve a special thanks for the fine job they are doing in providing leadership in technology to the Arizona Judicial Department.

During the 2001 fiscal year, members of the Commission on Technology and its subcommittees, the Technical Advisory Council and the Large Volume Courts Committee, are:

COMMISSION ON TECHNOLOGY MEMBERS - FY2001		
<p>Mr. Henry Alvarez Project Manager/Engineer, Morotola</p>	<p>Mr. Gordon Griller Court Administrator Maricopa County Superior Court</p>	<p>Hon. Gary Pope Presiding Judge Mohave County Superior Court</p>
<p>Hon. Louraine Arkfeld Presiding Judge Tempe Municipal Court</p>	<p>Mr. Kenneth Harris Public Member</p>	<p>Ms. Deborah Schaefer Court Administrator Superior Court in Yavapai County</p>
<p>Court Administrator Pima County Superior Court</p>	<p>Hon. Joseph Howard Court of Appeals, Division II</p>	<p>Mr. Patrick Servino Public Member</p>
<p>Mr. David K. Byers Administrative Director Arizona Supreme Court-AOC</p>	<p>Mr. Michael Jeanes Clerk of the Court Maricopa County Superior Court</p>	<p>Hon. William Tinney Pima County Superior Court</p>
<p>Ms. Julie Carlson Clerk of the Court Coconino County Superior Court</p>	<p>Hon. John Kennedy Presiding Justice of the Peace Mayer Justice Court</p>	<p>Ms. Maureen Haggerty, Staff Administrative Office of the Courts</p>
<p>Ms. Diane Drain Arizona State Bar Representative</p>	<p>Hon. Ruth McGregor, Chair Justice Arizona Supreme Court</p>	
<p>Hon. B. Robert Dorfman Chief Presiding Judge City of Phoenix Municipal Court</p>	<p>Hon. Clark Munger Pima County Superior Court</p>	
<p>Hon. E.G. Noyes, Jr. Court of Appeals, Division I</p>		

TECHNICAL ADVISORY COUNCIL

Mr. Mohyeddin Abdulaziz
Information Systems Manager
Court of Appeals, Division II

Ms. Joan Harphant
Court Administrator
Chandler Municipal Court

Mr. Gregg Obuch, Director
Information, Research and Planning
Services, Pima County Superior Court

Mr. John Barrett, Director
Management Information Systems
Maricopa County Superior Court

Mr. Karl Heckart, Chair
Director, Information Technology
Division
Arizona Supreme Court, AOC

Mr. Michael O'Hara, Director
Judicial Information Systems
Maricopa County Superior Court

Mr. Ron Beguin
Project Manager, MIS
City of Phoenix Municipal Court

Mr. Patrick Jones
Director of Technology
State Bar of Arizona

Mr. Ben Preston
Associate Clerk - Finance & Information
Technology Divisions
Pima County Superior Court Clerk's
Office

Mr. Tom Brady
Deputy Court Administrator
Tempe Municipal Court

Mr. Robert Kinas, Esq.
Snell & Wilmer

Ms. Eloise Price
Management Information Systems
Coordinator
Gila County Superior Court

Mr. Joseph C. Clos
Court Automation Systems Manager
Mohave County Superior Court

Ms. Ann Kuhn
Clerk of the Court
Cave Creek Municipal Court

Mr. Will Tagart, Director
Information Technology Group
Maricopa County Superior Court
Clerk's Office

Mr. John Coward
Judicial Information Systems Manager
Pinal County Superior Court

Mr. Michael C. Landrum
Court Administrator
Scottsdale Municipal Court

Mr. David A. Davis
Automation Project Manager
Maricopa County Justice Courts

Ms. Carol Merfeld, Director
Management Information Services
Pima County Superior Court

COURT AUTOMATION COORDINATING COMMITTEE

to be appointed

PLANNING METHOD AND PARTICIPANTS

The Judiciary's planning process is a major activity involving the Chief Justice, the Director of the Administrative Office of the Courts (AOC), Division Directors of the AOC, the Arizona Judicial Council, the Commission on Technology, members of the public, presiding judges, clerks of court, judges, court administrators and court staff throughout the state. The planning process emphasizes the alignment of business goals and the IT strategies and projects.

The Chief Justice, Thomas A. Zlaket, has provided leadership and direction to the Judiciary in targeting four goals of the Judicial Department's strategic agenda. *Justice 2002* identifies the following as the Judiciary's goals for the period 1998 through 2002.

- Protecting Children, Families and Communities;
- Providing Access to Swift, Fair Justice;
- Connecting With the Community; and
- Being Accountable.

The process by which the goals were identified included meetings with presiding judges, clerks of court, members of the Arizona Judicial Council and key court staff throughout the Judiciary as well as getting input from law enforcement and conducting public surveys. This agenda is a road map to increasing the public's trust of court systems, and to inspiring confidence that individual rights are being protected and all Arizona citizens are being treated fairly.

This is the fifth year that the Judiciary has published a formal Information Technology Plan; each year the strategic IT initiatives have been reassessed and re-prioritized to assure they meet the stated mission and strategic organizational initiatives of the Judiciary. Some new projects have resulted from the publication of *Justice 2002*; new IT projects have been initiated to support them. The timeline for the development was:

May, 1997

Performed statewide phone opinion polling of over 500 randomly selected Arizona Citizens
Held focus groups in May 1997 with 1) 2 groups containing court employees (Phoenix and Tucson locations) on perceived needs; 2) a legal group (risk management lawyers for government and private agencies); 3) citizens participating in domestic relations cases; 4) general civil litigants; and, 5) citizens who have been jurors.

June, 1997

Reported the findings of polls to Presiding Judges' meeting to review the Judicial Strategic Vision. The Arizona Judicial Council met to review and approve the Judicial Strategic Vision.

Fall, 1997

Court contracted with a national consultant to construct an action plan in response to survey results.

November, 1997 - February 1998

Created, revised and published *Justice 2002*.

Spring, 1998

Commission on Technology Meetings aligned IT priorities with *Justice 2002* initiatives

June, 1998

Citizens Summit: Public meeting held in Flagstaff with 150 northern Arizona community, legal and court personnel discussing judicial issues and initiatives and *Justice 2002*.

September, 1998

Commission on Technology Strategic Planning Retreat

Fall, 1998

Publication of 1999-2001 Information Technology Plan

November and December, 1998

Citizens Summit: Public meetings held in Phoenix and Tucson with 100 Maricopa County and 125 southern Arizona community, legal and court personnel discussing judicial issues and initiatives and *Justice 2002*. The results from these forums were incorporated into a revised Arizona Judicial Strategic Plan. Several new strategic initiatives were added.

May, 1999

The Commission on Technology met to agree on funding for fiscal year 2000. It reaffirmed the strategic plans in its Fiscal Year 1999 plan and funded accordingly. Based on their decisions, the FY 2000 plan is drafted. A September meeting will provide the Commission on Technology the opportunity to review and finalize the plan.

June, 1999

The Arizona Judicial Council met to review and revised Justice 2000 Strategic Plan. They discussed challenges and opportunities to the Judiciary. Accomplishments were noted and prior initiatives were reviewed. New initiatives were presented and prioritized. New Judicial Branch strategic initiatives for fiscal years 2000-2002 to achieve *Justice 2002's* goals are marked with **NEW**.

September, 1999

The Commission on Technology met to review and finalize the 2000-2002 Information Technology Plan.

March, 2000

The Commission on Technology met to review the initial draft of the 2001-2003 Information Technology Plan as well as the information technology plans prepared by courts throughout the State. Based upon this review, the Information Technology Statewide Strategic Projects were restructured and prioritized. These court plans have now been made a part of the 2001-2003 I.T. Plan.

Figure 1 illustrates the processes and timing of the Arizona Judicial Branch Strategic Planning effort. Note that the final stages of the Information Technology planning occurs in September. Following the Commission on Technology’s review at its September meeting, the Information Technology Strategic Plan draft is finalized and submitted to GITA, per statutory requirements.

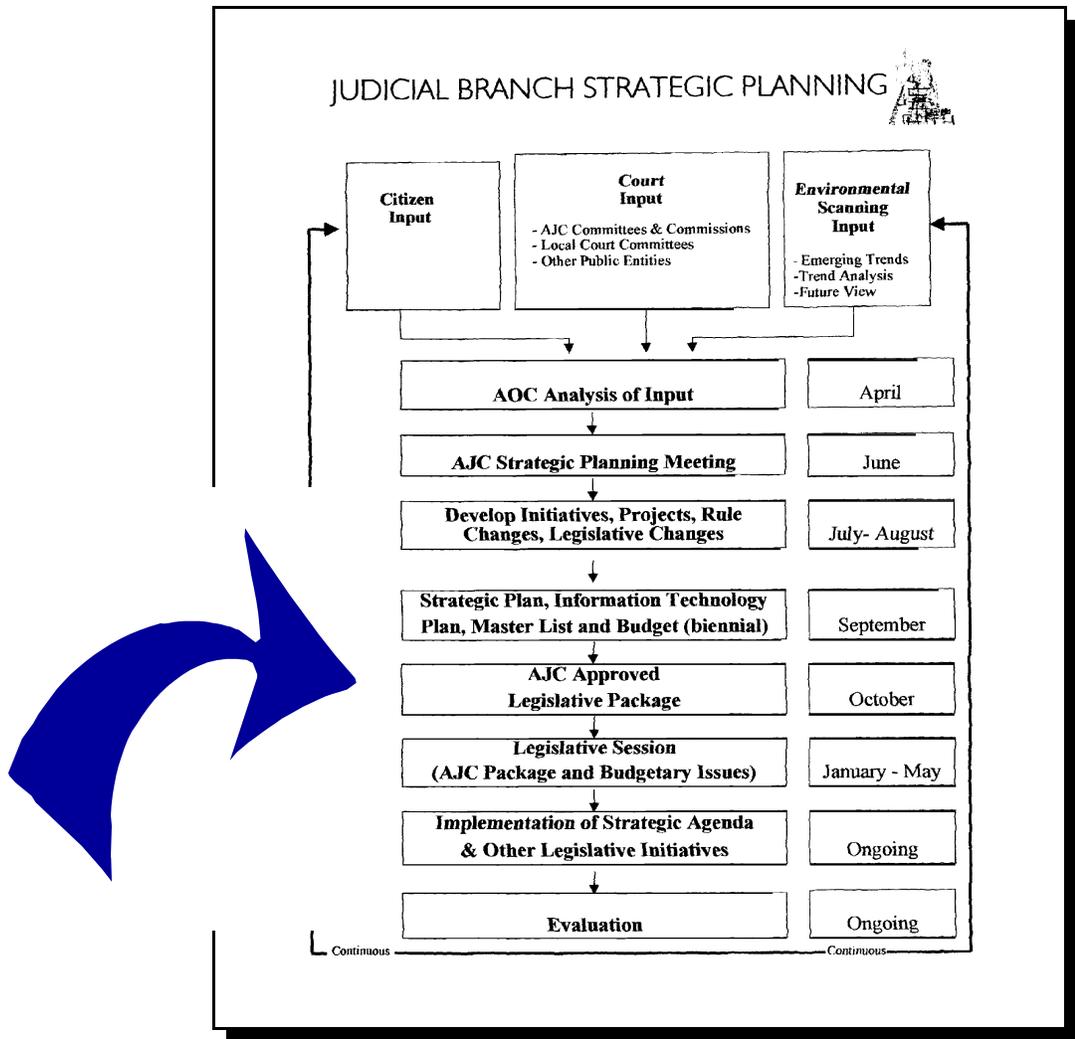


Figure 1: Arizona Judicial Branch Strategic Planning Cycle

JUDICIAL DEPARTMENT VISION

Provide Arizona's citizens with an independent, accessible, integrated judicial system, that maintains a high degree of public trust and confidence; serves as an asset to Arizona by dispensing justice, resolving human disputes and conducting its administrative functions in a fair, equitable and just manner, and, operated efficiently and expeditiously.

The Honorable Thomas A. Zlaket assumed the leadership of the Judiciary in January, 1997, becoming Chief Justice. He has provided direction to the Arizona Courts with his *Justice 2002* statement of Judicial Department strategic initiatives. There are four broad goals, each associated with several key strategic business needs. This agenda is a road map to increasing the public's trust of court systems, and to inspiring confidence that individual rights are being protected and all Arizona citizens are being treated fairly.



JUSTICE 2002

Building Trust and Confidence in Arizona Courts

During his tenure as Chief Justice, Chief Justice Zlaket has asked the Judiciary to focus efforts on the following to achieve the Judicial Department's vision:

PROTECTING CHILDREN, FAMILIES & COMMUNITIES

Courts protect Arizona's children, families, and communities by providing them an independent, neutral forum for resolving disputes; limiting the arbitrary use of government power to take their liberty, property, children, or life; and by dispensing justice in a fair and equitable manner.

For example, the courts will better serve these groups by improving how children and families are served in family law matters; ensuring that juvenile detention facilities are available, safe, and secure; and delivering probation services that provide public protection and offender accountability.

PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

Citizens, victims, litigants, and defendants deserve access to a fair and swift process for resolving civil or criminal disputes.

The court system must help ensure that resources are adequate and that court procedures, policies, and practices are consistent with this goal.

CONNECTING WITH THE COMMUNITY

Courts and judges should be independent and free of outside influence when deciding cases. Cases should be decided based on the law and case merits, regardless of the involved parties' economic or political status. However, judges can and should be involved in their communities.

The Judicial Department will implement programs to improve how it listens to communities and establish effective methods of communication between citizens and the courts.

BEING ACCOUNTABLE

The court system must use taxpayer resources wisely and achieve desired results.

This objective requires establishing and meeting court standards, linking performance with budget, maintaining ongoing strategic planning, and continuing judicial performance review.

JUDICIAL DEPARTMENT STRATEGIC INITIATIVES

Justice 2002

Justice 2002 has set out several strategic initiatives designed to accomplish the four broad goals supporting the Arizona Judicial Branch's vision statement. They are:

PROTECTING CHILDREN, FAMILIES & COMMUNITIES

- | Implement statewide a reengineered case processing system to reduce the time abused and neglected children spend in out-of-home placement. (Model Court)
- | Provide safe and secure juvenile detention facilities.
- | Provide a balanced approach to supervising probationers in the community.
 - 7 Increase collection of restitution and probation fees, and ensure fulfillment of community service hours from probationers.
 - 7 Expedite hearings to revoke probation of offenders who refuse to comply with probation conditions.
 - 7 Apprehend probationers who fail to appear as ordered and those who leave the county or state without the court's permission.
 - 7 Provide probation services to Limited Jurisdiction Courts for persons convicted of domestic violence, driving while intoxicated, and sex offenses.
 - 7 Provide drug and alcohol treatment programs for those probationers who are substance abusers.
- | Implement statewide drug court programs to reduce drug related recidivism.
- | Improve child support collections management by centralizing/privatizing the child support payment system.
- | Create a Family Court Commission to study the effectiveness of courts in dealing with legal matters involving children and families.
- | Partner with other government and community agencies to create violence prevention programs, such as the "Violence Prevention Initiative."

- | Implement a private fiduciary program that trains, certifies and investigates court appointed guardians, conservators, and personal representatives of the elderly, mentally incapacitated, and other vulnerable citizens.

PROVIDING ACCESS TO SWIFT, FAIR JUSTICE

- | Strive to process 90% of criminal cases within 100 days of filing by reengineering criminal case processing and by increasing resources for courts, prosecutors and public defenders. (Fill the Gap)
- | Eliminate barriers to accessing the court by reducing costs and providing information and assistance to people who come to court. (CourtHelp)
 - 7 Provide legal advice hotlines for domestic violence, domestic relations, and juvenile issues. (Similar to Elder Law Hotline)
 - 7 Implement a Public Access Line (PAL), a toll free service to provide general court related information to the public.
 - 7 Customer service training.
 - 7 Forms on demand available on Judicial Department's Self Service Center Web site.
- | Provide adequate and safe court facilities for citizens and employees.
- | Develop integrated justice information systems.
- | Examine how the practice of law (e.g., rules of practice and procedure, discovery practices, etc.) increase the cost to accessing justice.
- | Recruit, train, and retain a quality workforce.

CONNECTING WITH THE COMMUNITY

- | Develop opportunities for effective communication between the courts and the community.
 - 7 Conduct citizen summits.
 - 7 Increase information provided through the Internet.

- 7 Continue the “View from the Bench” program that matches legislators and judges for sharing information and better understanding of each others’ roles.
- 7 Design an ongoing customer-satisfaction survey system.
- 7 Establish local citizen advisory councils to provide input on court operations.
- | Develop opportunities for juveniles to view the court system such as taking the court to school/or school to court.
- | Enhance the perception as well as the reality of fairness and equality in the judicial system.
- | Reexamine the Code of Judicial Conduct as it relates to judges’ public involvement.

BEING ACCOUNTABLE

- | Implement standards of performance for trial courts.
- | Implement a process of strategic planning to set goals and monitor performance.
- | Provide citizens sufficient information on judicial performance to use in judicial retention elections.
- | Implement a reengineered lawyer discipline system that will provide prompt, fair resolution of complaints.
- | Increase the number of public members serving on the courts’ various policy-making committees.
- | Improve the professionalism of judges and attorneys.
- | Ensure enforcement of court orders and rules.
 - 7 Ensure victims’ rights are addressed.

INFORMATION TECHNOLOGY STRATEGIC INITIATIVES - BACKGROUND

The Commission on Technology has identified the goals, strategic initiatives and strategic projects for Information Technology that support the vision and strategic initiatives of *Justice 2002*. This strategic agenda and the prioritized projects set direction for the Judiciary and the Information Technology Division of the Administrative Office of the Courts who staffs and supports statewide projects. Their authority and responsibility as well as their identification of the business needs for the information technology function in the Judiciary are outlined below.

Commission on Technology: Background

The Commission on Technology, a committee of the Arizona Judicial Council, has identified the strategies for automation statewide to support goals aligned with the overall vision and goals of the Judiciary. The Commission on Technology, one of four standing committees of the Arizona Judicial Council, was established in 1990. The Commission was charged with "providing strategic leadership for the successful application of information technology to improve access, efficiency and the quality of justice of the Arizona Court System." The Commission's charge to oversee the application of technology in the courts is consistent with the strategic initiatives and priorities of the Judiciary.

The Commission meets five times per year; subcommittees meet more often. Members include judges, clerks of court, court administrators, a State Bar representative, and a public member. Two Commission subcommittees provide technical advice and counsel to Commission members. A list of the 2001 Fiscal Year Commission on Technology membership and its subcommittees is included in the *Introduction*.

Commission on Technology: Authority

The Commission on Technology is similar in function to the Arizona Executive Branch's newly created Information Technology Authorization Committee (ITAC). For instance, among its functions is to review and approve Judicial Collections Enhancement Fund (JCEF) grant requests for automation projects. The Commission approves funding requests and provides support for projects that further the goals contained in this document. The Commission's authority and responsibility are to:

- Establish the goals, policies and priorities for the statewide Judicial Information Technology Plan.
- Determine the allocation of available Judicial Enhancement Collection Funds and Traffic Case Processing Funds for automation grant requests and projects consistent with the direction, standards and priorities of the Judicial Strategic Business and Information

Technology Plans. The Administrative Director shall determine the amount of these funds which are available for this purpose.

- Oversee the statewide judicial department data communications network, including establishing security standards and procedures.
- Develop and submit for approval statewide technical standards which shall be used in all court automation projects, including security, disaster recovery and communication standards.
- Oversee the selection, development and support of automation systems used by multiple courts and supported by the Administrative Office of the Courts.
- Encourage projects which utilize technology to increase accessibility to the courts, improve court efficiency, and improve court management.
- Review and approve county-wide court information technology plans for consistency with the Judiciary's Strategic Business and Information Technology Plans .
- Review and approve or disapprove court technology projects that exceed a cost of \$250,000. The Commission may establish the policies and procedures for the submission of project plans.
- Monitor the progress of all court automation projects pursuant to county-wide court information technology plan.

Commission Subcommittee: Technical Advisory Council

The Technical Advisory Council is a subcommittee of the Commission on Technology. They provide a technical perspective and expertise to the Commission. They are charged to respond to Commission requests to recommend specific standards and technologies to carry out state-wide policies and priorities. They may also be requested to review technical aspects of automation plans and grant requests and make recommendations regarding technical standards and approaches. Technical standards, technology architectures, and recommendations for specific technology solutions come from this group.

Commission Subcommittee: Court Automation Coordinating Committee

The Court Automation Coordinating Committee is also a subcommittee of the Commission. It is directing the enhancement of the statewide case and cash management system so it can be implemented in the high volume Arizona courts. Further, they are charged with coordinating its integrated implementation in the participating courts.

Commission: Support Staff

Staff in the Information Technology Division (AOC/ITD), a division of the Administrative Office of the Courts, serve as staff to the Commission on Technology. In addition, AOC/ITD provides resources for many of the statewide initiatives currently in process. It is planned that AOC/ITD personnel, under the direction of Mr. Karl Heckart, CIO, will continue to staff the implementation, continued support and enhancement of such statewide activities as the Arizona Judicial Information Network, the Judicial Intranet, the help desk and other centralized services. The newly created Executive Branch's Government Information Technology Agency (GITA) performs a similar function for the Executive Branch.

Commission Identified Strategic Business Needs

In the fall of 1993 during a strategic planning retreat, the Commission on Technology identified the following strategic business needs related to automation. These needs support the overall Judiciary mission and goals statement. In order of the Commission's assigned priority, they are: (For the purposes of this plan "effectiveness" is defined as including both quantity and quality.)

- Improved effectiveness in the maintenance of court records.
- Improved effectiveness in case management.
- Improved effectiveness in courts' communications among themselves and with other justice and law-enforcement agencies.
- Improved effectiveness in the courtroom by employing technology in courtroom activities.
- Improved effectiveness in the business functions of court operations.
- Improved effectiveness in the enforcement of court orders, including collections.
- Improved effectiveness of probation tracking.
- Provide education to court staff and the public regarding the justice system and technology as used in the courts.
- Improved effectiveness in the maintenance of official appellate court records.
- Improved effectiveness in jury management.
- Improved effectiveness in juvenile court and juvenile detention records and case management.
- Improved effectiveness of facilities management.

In September of both 1996 and 1998 at its second and third strategic planning retreats, the Commission identified and reaffirmed information technology automation goals for the Judiciary and the strategic IT initiatives to support them. In its April and May, 1998 meetings, the Commission on Technology reviewed the strategic initiatives in published IT Strategic Plans and reaffirmed them, adding Year 2000 readiness.

At its July, 2000 meeting, the Commission reaffirmed these goals and strategic initiatives with the adoption of a funding plan to support the statewide initiatives contained in this plan. The initiatives remain aligned with and in support of *Justice 2002* goals, and with the previously identified business needs of the court. The information technology automation goals are:

**INFORMATION TECHNOLOGY STATEWIDE AUTOMATION GOALS
 for Fiscal Years 2001 - 2003**

- Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.
- Improve information access and communication from and to judicial entities as well as the other criminal justice system functions.
- Investigate and invest in technology solutions which improve judicial effectiveness in handling growing case loads.

To achieve these goals, the Commission on Technology has identified the following broad strategic initiatives. This strategic agenda is both consistent with previous years' IT Plans and with the new focus provided by Chief Justice Zlaket in *Justice 2002*.

In the section which provides a description of each initiative, a chart presents the alignment of these information technology initiatives as they support the Arizona Judicial Branch's business-oriented strategic initiatives. Following that are the specific information technology strategic projects that the Judicial Branch is directing. The Information Technology Strategic Initiatives are:

INFORMATION TECHNOLOGY STRATEGIC INITIATIVES for Fiscal Years 2001-2003	
1	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.
2	Provide security and disaster recovery policies, procedures and technology to protect statewide court technology-related assets.
3	Acquire, install and support software and hardware to facilitate court communications.

INFORMATION TECHNOLOGY STRATEGIC INITIATIVES for Fiscal Years 2001-2003	
4	Complete and enhance statewide automation development, implementation, enhancement and consolidation efforts.
5	Improve data exchange and communications with the public, the other criminal justice functions and outside agencies.
6	Provide solutions for the courts' records storage challenges.
7	Provide divisions of the administrative office of the courts with automated solutions for internal administrative support goals and objectives.

Given the information technology business needs, goals, and strategic initiatives, the Commission has elected to support several strategic technology projects. The strategic technology projects are as follows:

INFORMATION TECHNOLOGY STRATEGIC PROJECTS

[SP-01](#): ACAP SOFTWARE PROJECT
Software Development
Data Quality
Information Access

[SP-02](#): ACAP ROLLOUT

[SP-03](#): JOLTS SOFTWARE PROJECT

[SP-04](#): ADULT PROBATION SOFTWARE DEVELOPMENT AND ROLLOUT

[SP-05](#): CENTRAL PUBLIC ACCESS TO DATA

[SP-06](#): ELECTRONIC DOCUMENT MANAGEMENT

[SP-07](#): DATA WAREHOUSE

[SP-08](#) : JUDICIAL INTRANET

[SP-09](#) : EMAIL EVERYWHERE

[SP-10](#) : JUSTICE INTEGRATION PROJECT

[SP-11](#) : AUTOMATION TRAINING AND SUPPORT

[SP-12](#) : DATA AND NETWORK SECURITY

[SP-13](#) : VIRTUAL SELF-SERVICE CENTER

[SP-14](#) : TECHNICAL TRAINING

[SP-15](#) : VIDEO CONFERENCING

[SP-16](#) : APPELLAMATION SOFTWARE PROJECT

FISCAL YEAR 2000 ACCOMPLISHMENTS

Below is a summary of the accomplishments of the Arizona Judicial Branch with respect to its information technology efforts during the 2000 fiscal year. Much progress was made during the year not only on the Statewide Strategic Projects but also on those which are statewide but not classified as Strategic and those internal to AOC. It is important to recognize that while AOC/ITD provided the main management and technical support required of the Strategic Statewide Projects, the local court entities also supplied substantial resources in the areas of design, testing and implementation. There was also important progress made by individual Judicial Branch entities on their own internal projects. For the first time, their selected internal projects are shown below in the 2001-2003 IT Strategic Plan as these represent another level of effort required to accomplish the Judicial Branch Strategic Initiatives. A more detailed description of these projects is contained in the individual local court plans which are shown in the Appendices. The Statewide Strategic Projects shown in the FY 2000 - 2002 IT Strategic Plan were:



Strategic Project	PROGRAM	DESCRIPTION	ACCOMPLISHMENT
01	« Year 2000 Readiness	This effort crosses programs and projects. It involves problem detection, and then programming, testing and deploying software and hardware changes to provide readiness for Y2K.	This project was deemed successful as no disruptions to the statewide applications nor the internal AOC applications occurred on January 1, 2000. AOC/ITD extends its appreciation to all those throughout the Judicial Branch who made this possible.
02	« Large Volume Court Modification Project	The modification project is enhancing the statewide ACAP software to provide for high volume processing. The implementation in large Maricopa and Pima courts is an extension of the ACAP project. This project is directed by a subcommittee of the Commission on Technology.	During FY 2000, software analysis and review continued with the focus on Pima County's needs. A release for Tucson City Court has been completed and was deployed in August, 1999.

Strategic Project	PROGRAM	DESCRIPTION	ACCOMPLISHMENT
03 04 05	« Equipment Maintenance/Upgrades	This includes the maintenance and upkeep of the equipment in 140 ACAP courts and 65 JOLTS sites across the state.	<p>The PC Leasing contract was completed. The upgrade plan was implemented and included placing leased PCs in all 140 courts to be upgraded. Funding for large volume court desktops for Tucson City and Pima Superior was implemented per the Commission's funding model. JOLTS deployed 400 new leased desktops.</p> <p>Server consolidations were implemented. All five distributed servers were brought back to a centrally supported site.</p>
03 04	« Arizona Court Automation Project (ACAP)	<p>This is a project deploying case and cash management software to all courts statewide. It is in 118 Arizona general and limited jurisdiction courts.</p> <p>A closely aligned project is to consolidate three additional counties using the software into statewide support and standards structure.</p>	The rollout of a new release to address Y2K needs was completed. The testing of the new version was completed; rollout planning was done and training materials were developed. The new version is in production in 40 of 140 courts.
04	« Consolidation of Arizona Court Automation Project (ACAP)	This project brings into the ACAP model the counties that were not part of the original ACAP effort. They include Yavapai, Pinal, Yuma and Mohave.	Pinal, Yavapai, Mohave and Yuma counties are now ACAP courts.

Strategic Project	PROGRAM	DESCRIPTION	ACCOMPLISHMENT
03	« ACAP Statistical Reporting	Develop reporting programs to provide the existing statistical and activity summary reports from information in ACAP court databases.	Completed the development and implementation of statistical reporting for all ACAP courts.
05	« Juvenile On-Line Tracking System (JOLTS)	The Juvenile On-Line Tracking System (JOLTS), an AS400 application, is used by all juvenile probation, detention and court staff. Centralized support is provided to 13 counties; Pima and Maricopa participate in enhancement projects and provide electronic data to the youth index and statistical database.	The focus during the 2000 fiscal year was completing programming and testing for Y2K readiness. This is done successfully. Also, replaced all SNA with TCP/IP. Completed programming and implementation for Juvenile Corrections data exchange.
05	« Model Court Dependency Module for JOLTS	Enhanced JOLTS by adding a module to track juvenile court dependency matters.	This module has been designed, programmed, tested and deployed. Training and implementation is done in all 15 county probation departments. It added about 50 additional JOLTS users.
06	« Probation Information Management (PIMS) for Adult Probation	PIMS is a PC-based adult probation tracking system. Although a legacy system with limited functionality, it will provide small rural counties with an interim solution for data collection and tracking.	PIMS Version 4.1 implementation in 14 counties is complete. The first Drug Treatment Report Card was produced from PIMS data this year. All documentation and training materials have been published on-line. A new bi-monthly newsletter supports user communication .

Strategic Project	PROGRAM	DESCRIPTION	ACCOMPLISHMENT
06	« Adult Probation PALM-APETS	This adjunct to the APETS project to allow probation officers to record all field work (notes, visits, employment information, etc.) on a Palm Pilot.	PALM-APETS is designed, and development has begun. Test field forms have been prototyped. It will be ready for the October 1999 implementation to 900 Maricopa probation officers.
06	« Adult Probation Software Development Project [APETS - Adult Probation Enterprise Tracking System] 	Statewide, probation departments are cooperating to develop APETS - Adult Probation Enterprise Tracking System, a adult probation case tracking system. A team of developers including the AOC and Maricopa and Pima County staffs are developing software to track adult probation cases. After Maricopa deployment, version 2 will be completed. Then, beginning with Pima in April, 2000, the rest of the state probation offices will be implemented.	An in-house project has developed Version 1. Maricopa County Adult Probation began its implementation in December, 1999. A single site's data was converted from the legacy system, PRINET. Support staff began the process of cleaning up the data by correcting invalid entries and providing omitted data. At the end of March, 2000 Maricopa County completed the entire conversion and over 39,000 probationers are now being tracked by APETS.
07	« Judicial Internet Site	The Arizona Judicial Department's web site.	The site has been extended and redesigned. A new webmaster has enhanced the appearance and offerings. The AOC implemented its own web server, managing all administrative, search and other site functions.

Strategic Project	PROGRAM	DESCRIPTION	ACCOMPLISHMENT
08	« Electronic Document Management (EDM)	The EDM project encompasses imaging, electronic filing and electronic document management. The courts wish to automate and streamline their considerable records management responsibilities.	The imaging standard was adopted. The COT and subcommittees have developed electronic filing and electronic document management guidelines which are under internal review. An RFP for an electronic document management study for courts has developed and issued.
09	« Data Warehouse	The Data Warehouse Project is a pilot effort to establish a data warehouse of key court information for use in statistical analysis and, eventually, will contribute to both public access and justice integration projects.	A data warehouse with data from three ACAP courts (a superior court, justice court, and municipal court) was created. It provides analysis and access by case, charge and sentence .
10	« AJIN Intranet Site	This is an intranet site for the Arizona Judicial Information Network (AJIN). The Judiciary will now distribute publications and communicate with courts using this medium.	The AJIN Intranet was established and internal projects and programs have begun to publish information for interested court participants. Projects like ACAP, APETS and JOLTS have created web sites for their users containing FAQ's, documentation and user forums.
11	« Email Everywhere	Email Everywhere is the Judiciary's project to provide all Arizona courts with email to facilitate communication and reduce paper flow and its associated costs.	140 courts representing approximately 1000 users are now utilizing Email Everywhere.

Strategic Project	PROGRAM	DESCRIPTION	ACCOMPLISHMENT
12	« Justice Integration	This is a statewide, cooperative and long-term project to support and participate in automated integration. It will involve automating the sharing of justice-related data with local and state agencies, replacing time-consuming, manual systems.	The courts have been in the lead this fiscal year towards statewide integration efforts. In cooperation with GITA and ACJC, several meetings have addressed a conceptual architecture and identified major issues. A web site now exists to reflect activity. See http://www.supreme.state.az.us/cji
12	« Justice Integration	ACJIS interface for access to JOLTS Youth Index Data.	This interface to the JOLTS Youth Index for ACJIS users was tested and deployed using a stand-alone AS/400. It provides juvenile information, including demographics, a photo, delinquent history, and warrants.
14	« Security and Disaster Recovery	This project is twofold. First, provide for statewide automation/network security, and second, to develop disaster recovery strategies and acquire resources to implement them.	The hot-site pilot for JOLTS disaster recovery is completed. Cost/benefit analysis in progress. Firewalls have been installed on AJIN.
15 07	« Virtual Self-Service Center	The Self-Service Center has gone to the Internet. Forms commonly used by the public have been placed on-line with instructions for their use; some are interactive. This replaces and considerably enhances the retired Quick Court kiosks.	Commonly used court forms have been placed on the Internet for use by pro-se litigants. The Child Support Calculator is an interactive form developed to assist in the proper calculation of child support.

Strategic Project	PROGRAM	DESCRIPTION	ACCOMPLISHMENT
16	« Statewide Automation Training	Provide training statewide for automation projects supported by Supreme Court.	Provided training sessions for court information technology support staff and management on IT Project Management.
17	« Wendell	Wendell is an electronic resource and benchbook for Arizona Judges. It is available on the AJIN Intranet.	This resource was developed and implemented. It was introduced to judges at the 1999 Annual Judicial Conference in June. It was launched statewide in July, 1999
18	« Video Conferencing	This project is providing video conferencing capabilities among court locations. The pilot will be to three court sites (Phoenix, Flagstaff and Tucson). Its purpose is to reduce the travel demand and facilitate communications.	The video conferencing system was installed and implemented. The Supreme Court now has video conferencing between Phoenix, Tucson and Flagstaff. The systems use the standard H320 protocol and will be compatible with other systems in courts statewide.
Other AOC-Supported Statewide Programs	« Arizona Judicial Information Network (AJIN)	This is a high speed digital network connecting Arizona court locations.	AJIN was expanded and secured with firewalls and an Internet use monitoring tool. The Judicial Intranet site was established. Internal statewide projects, publications, etc. are now accessible electronically.

Strategic Project	PROGRAM	DESCRIPTION	ACCOMPLISHMENT
Other AOC-Supported Statewide Programs	« Centralized Support Center	This project is to provide support to the AOC, Supreme Court, Courts of Appeal and all courts using state-supported software. First-level support staff provide assistance for desktop automation, general court operational or software questions and public queries. A call tracking and management tool, Remedy, is used.	The web-enabled version of Remedy, a problem management and call tracking system, was implemented. Took on support for all statewide projects, adding the Parent Assistance Hot Line, the Court Answer Line and self-service center help questions. A total of 15,814 calls were taken in FY 1999.
Other AOC-Supported Statewide Programs	« Appellate Court Automation	This development project will provide case and cash management software for the Appellate Courts, Division I and II and the Supreme Court. It will replace three separate and incompatible systems that are currently in use.	During FY 1999, the system was implemented in production for six case types at the Supreme Court. Development continues to provide for additional case types and functionality.
Other AOC-Supported Statewide Programs	« Centralization of Child Support Payments	The courts are participating in the transfer of child support payment processing to DES. The AOC provided liaison and coordinating assistance as well as use of the AJIN network.	The Superior Courts are connected to DES via AJIN and using court equipment, thereby saving DES the communications cost. Courts worked closely with DES on conversion, transition and connection issues. Connection was completed for 13 courts in fall, 1999.

Strategic Project	PROGRAM	DESCRIPTION	ACCOMPLISHMENT
Other AOC-Supported Statewide Programs	« Tax Intercept Program	TIP sends courts' accounts receivable data electronically to the Department of Revenue and the State Lottery via a centralized clearinghouse at the Supreme Court. Any lottery or tax refund money for those who owe court fines is intercepted.	This fiscal year, an additional 20 courts were implemented, thus 95 courts now participate. Calendar year to-date (1/1/99-6/30/99), 10,693 claims were processed yielding over \$1.277 million collected.
AOC/SC Programs	« Supreme Court Office Automation	This project included ongoing support of the Supreme Court's and Administrative Office of the Courts' desktop.	Internet and intranet access was provided; desktops were upgraded to Outlook 98; word processing was upgraded to Word Perfect 8.0. On-going training of court personnel in office automation tools included classes in advanced Outlook and Word Perfect as well as variety of desktop software applications.
AOC/SC Programs	« Judicial Certification Tracking	This project will provide the automated tools for recording, tracking and monitoring for judicial certification programs such as private fiduciaries and process servers.	The Private Fiduciary Tracking system programming and testing was completed; enhancements were added (history tracking and an investigations module). It is in production, used by the AOC to track certification.

Strategic Project	PROGRAM	DESCRIPTION	ACCOMPLISHMENT
AOC/SC Programs	« Dependant Children’s Automated Tracking System (DCATS)	This application allows the Foster Care Review Board (FCRB) staff to collect and track case information to facilitate board reviews, statistical reporting and board member tracking. Another module provides tracking of Court Appointed Special Advocate (CASA) activity, including scheduling and compliance monitoring.	This application, currently in production, was enhanced to more efficiently support the business needs which included incorporating Microsoft Word into the recommendation review screens for FCRB and upgrading to Powerbuilder 6.5. For CASA, several new reports have been added and updates to the volunteer case and compliance screens. These updates are currently in User Acceptance Testing scheduled for implementation in 10/99.
AOC/SC Programs	« Publication of Rule 128 Petitions	This project provides for the publishing of proposed changes to the Arizona Rules of Court on the Internet. With both the change and all responses published as well as the ability to submit comments on-line, the public becomes better informed and has easier access to providing input.	The Supreme Court Clerk of Court’s Office and Staff Attorneys’ Office have planned, developed and tested this site. It will be implemented for the FY 2000 judicial calendar in the fall.

LOCAL COURT ACCOMPLISHMENTS

Court	Project/Program	Accomplishment
Coconino County	Video Conferencing	Video Conferencing was implemented in a number of courts resulting in travel and staff cost savings as well as increased public safety by reducing prisoner transport.
Chandler Municipal Court	Check Register Enhancements Bond Report Rewrite Probation Petitions Enhancements Accounting Program Rewrite	Checks written directly from CJIS and new check register completed. Report re-written to improve tracking of outstanding bonds and restitution. Allows Probation Officers to generate petitions to terminate/modify probation. Completed design development of new receipting and accounts receivable programs.
Pinal County	Video Conferencing	Implemented a video conferencing system between Pinal County Jail, the Pinal County Juvenile Detention Facility, Casa Grande Justice Court, and the Pinal County Superior Court. Now holding daily sessions via video and realizing savings in resources and travel costs as well as increasing public safety by reducing prisoner transport.
Scottsdale Municipal Court	Electronic Citation Filing Imaging System	An interface between the Scottsdale Police Department and the Court has been implemented which permits the electronic filing of citations. A new imaging system for terminated cases has been implemented.
Santa Cruz County	Video Conferencing	Implementing a video conferencing system between SCC Jail, Juvenile Detention Center, J.P.#1, and Superior Court.

Court	Project/Program	Accomplishment
La Paz County	<p>Video Conferencing</p> <p>Law Library Network</p>	<p>Implemented a video conferencing system between three justice courts and the county jail..</p> <p>Established a local area network which provides lawyers, defendants and the other criminal justice functions access to the county law library.</p>
Court of Appeals	<p>E-filing project with Attorney General and Legal Defender Office.</p> <p>“Electronic Blueback” project with Pima County Superior Court.</p> <p>Deliver court and case info via the web to other courts, public agencies, legal practitioners, litigants, and all members of the public.</p>	<p>Developed e-filer - an electronic filing software application on a pilot basis</p> <p>Tested and implemented pilot project for e-filing with AG and LDO after many months preparation and production.</p> <p>Developed an e-filing model online demo for testing and evaluation by appellate practitioners</p> <p>Conducted successful planning meetings between the two courts and clerks offices.</p> <p>Designed and acquired project plans from vendors</p> <p>Acquired JCEF grant for the project</p> <p>Signed contracts with vendors. Estimated implementation February 2000.</p> <p>Studied and planned pilot e-filing project at Division One.</p> <p>Continue to provide docket information via the internet.</p> <p>Established limited e-filing for specified government agencies</p> <p>Improved access to court opinions and Weekly Oral Argument Calendar via the internet.</p>

Court	Project/Program	Accomplishment
Gila County	Video Conferencing	Implemented Video Conferencing for Limited and General Jurisdiction Courts in Globe and Payson locations also in Gila County Board of Supervisors offices. Project completed in June 1999.
	Network of Clerk of the Court Financial Assessments Database	Implemented conversion of Clerk's financial data from a legacy Basic4 mainframe to a networked SCO UNIX platform providing judicial, clerks, and probation officers court collection information. Completed implementation January 1999.
	The American University Drug Court Database Management Information System was to provide adult probation with a means of monitoring and drug case reporting of Drug Court participants	Implemented American University DCDMIS in June 1999 through a grant from Drug Courts Program Office in Washington, DC to track and report statistical information for qualified Drug Court participants in Gila County.
	American Fundware is a full fledged accounting package to provide probation with a means of tracking and reconciling financial budget accounts for local and state funds on a fiscal year basis	Implemented American Fundware March 1999.

Court	Project/Program	Accomplishment
Gila County	<p>Probationer Imaging JOLTS, PIMS and DRUG</p> <p>Electronic Law Library</p> <p>To provide a jury database for the jury commission with potential jurors from current MVD listings with ability to track juror information.</p>	<p>Implemented the imaging of JOLTS, Adult, and DRUG COURT intensive probationers in March 1999.</p> <p>Implemented an Electronic Law Library by subscribing to most needed Westlaw law references on CD-ROM. Installed on a networked 28 bay CD-ROM tower. Judicial and court employed attorneys have licensed accessibility from their desktops. Completed in Dec. 1999.</p> <p>Implemented Jury Plus Classic version in August 1999. Implemented Y2K patch in August 1999. Jury + Classic Clients for networking capabilities is planned for February 2000.</p>
Tempe Municipal Court		<p>Develop lockbox maintenance program</p> <p>Develop auto back-out process for cases assigned to collection agency</p> <p>Modify defensive driving information transfer process</p> <p>Develop program for single violation booting for FTA's and NSF's</p> <p>Developed RFP for Parking Handheld Computers</p> <p>Reprogram Supreme Statistical reports</p> <p>Modified TCJIS and the Judicial System as needed to meet Y2K requirements</p>

Court	Project/Program	Accomplishment
Maricopa Clerk of the Superior Court	Automation Development	This implemented automation project permits the tracking of a case through the system from filing to enforcement. This enhanced customer service by providing the opportunity to research activity "on-line". It also allows the department to gather more detailed and meaningful statistics regarding types of conferences held, and their results.
	Fax-Back System	Newly implemented system which provides access to court forms via facsimile machine or through the Internet.
Maricopa Clerk of the Superior Court	File Tracking System	Newly developed file tracking system which replaced the non-Y2K compliant DocuTraks system..
	Marriage License System	New application for issuing and tracking marriage licenses using a centralized database.
Maricopa Clerk of the Superior Court	Minute Entry Electronic Distribution System - Phase I	Implemented in 30 criminal court divisions and permits on-line creation of minute entries and their automatic distribution. Also included the conversion from Wordperfect to Word 97.
	Model Court Project	Implemented in all Juvenile Courtrooms.
Maricopa Superior Court	Enhance availability of JOLTS information over the Internet.	Police, city courts, and city prosecutors now have access to Jolts information..
	Electronic Monitoring Program for pre-trial defendants.	Implemented in 50 jail units and has resulted in a reduction in pre-trial custody and a savings to the county in jail housing costs.
Maricopa Justice Courts	See attached plan	

Court	Project/Program	Accomplishment
Pima Superior Court	Calendar Access Electronic Data Transfer Integrated Information Network	Made calendar information available on the Court's Web site Case information is now transferred electronically from the Justice Courts to the Superior Courts CACTIS system.. Selected consultant and began system design of an integrated information sharing network that allows single point of contact data entry and data sharing among Pima County criminal justice agencies and treatment providers.
Navajo County	Video Conferencing	Implemented video conferencing between two jail sites and six Justice Courts.
Phoenix Municipal Court	PMC Intranet Site Order of Protection Video Petitioning	Implemented a Linux based server for internal PMC information publishing. Expanded petitioning by video capability to the Phoenix Family Advocacy Center in order that domestic violence victims can seek Orders of Protection from Domestic Violence shelters.
Cochise County Courts	ACAP Software Project JOLTS Email Everywhere Video Conferencing	Participated in user group meetings to define application enhancements. Implemented the statistical reporting module in both limited and general jurisdiction. Implemented the new Y2K-ready version of JOLTS and upgraded all JOLTS desktops. Implemented Outlook Express email throughout courts. Prepared plans for the implementation of video conferencing between Cochise County Jail and Superior Court.

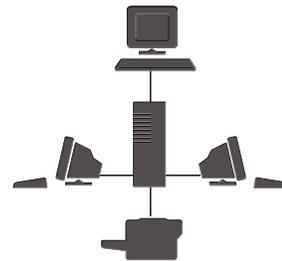
Court	Project/Program	Accomplishment
Greenlee County Courts	ACAP Software Project JOLTS Judicial Intranet Data Warehouse Email Everywhere	Implemented the new Y2K-ready version of ACAP, including deployment of new desktops. Implemented the new Y2K-ready version of JOLTS and deployed new desktops. Implemented MS Internet Explorer 4.0 in courts. Participated in workflow meetings statewide for DPS disposition reporting data quality needs. Implemented Outlook Express in all courts.
Yuma County Courts	ACAP Software Project JOLTS Email Everywhere Justice Integration Video Conferencing	Implemented ACAP case management software in all courts. Implemented the statistical reporting module in both limited and general jurisdiction and working to address quality assurance concerns. Implemented the new Y2K-ready version of JOLTS and upgraded all JOLTS desktops. Implemented Outlook Express email throughout courts. Established a working committee of justice agencies. Implemented a video conferencing system between the county jail and Somerton and Wellton courts. Now holding arraignments via video and saving travel costs as well as increasing public safety.

CURRENT ENVIRONMENT ANALYSIS:

HARDWARE ENVIRONMENT:

The Arizona Judicial Department has a diverse mix of hardware reflecting the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. The mix of hardware includes the newest architectures designed to support the complexity of these applications and the large geographical area served by the Judicial Branch..

The server environment includes IBM AS/400's for JOLTS and general administrative operations of the Administrative Office of the Courts. The ACAP courts are operating on IBM RS6000's. The appellate courts operate on DEC and Alpha systems. A variety of NT servers provide for Internet, intranet, email, file and print sharing and various AOC applications.



The desktops environment includes a variety of PCs. AOC/ITD has entered into a three year equipment leasing program which is designed to refresh the hardware regularly to ensure that it incorporates the technology needed to support the evolution of the statewide applications and projects. Over 1500 desktops are now on a leasing program and the remainder will be phased in over the next two years.

Note that hardware listed in **Appendix A** are generally housed and supported centrally as a part of statewide or state-level project. Individual courts often have additional hardware and/or software beyond these items. Equipment acquired and supported locally, as well as both ACAP and JOLTS supported desktop devices, are listed in the individual courts' IT Strategic Plans which are attached.

SOFTWARE ENVIRONMENT

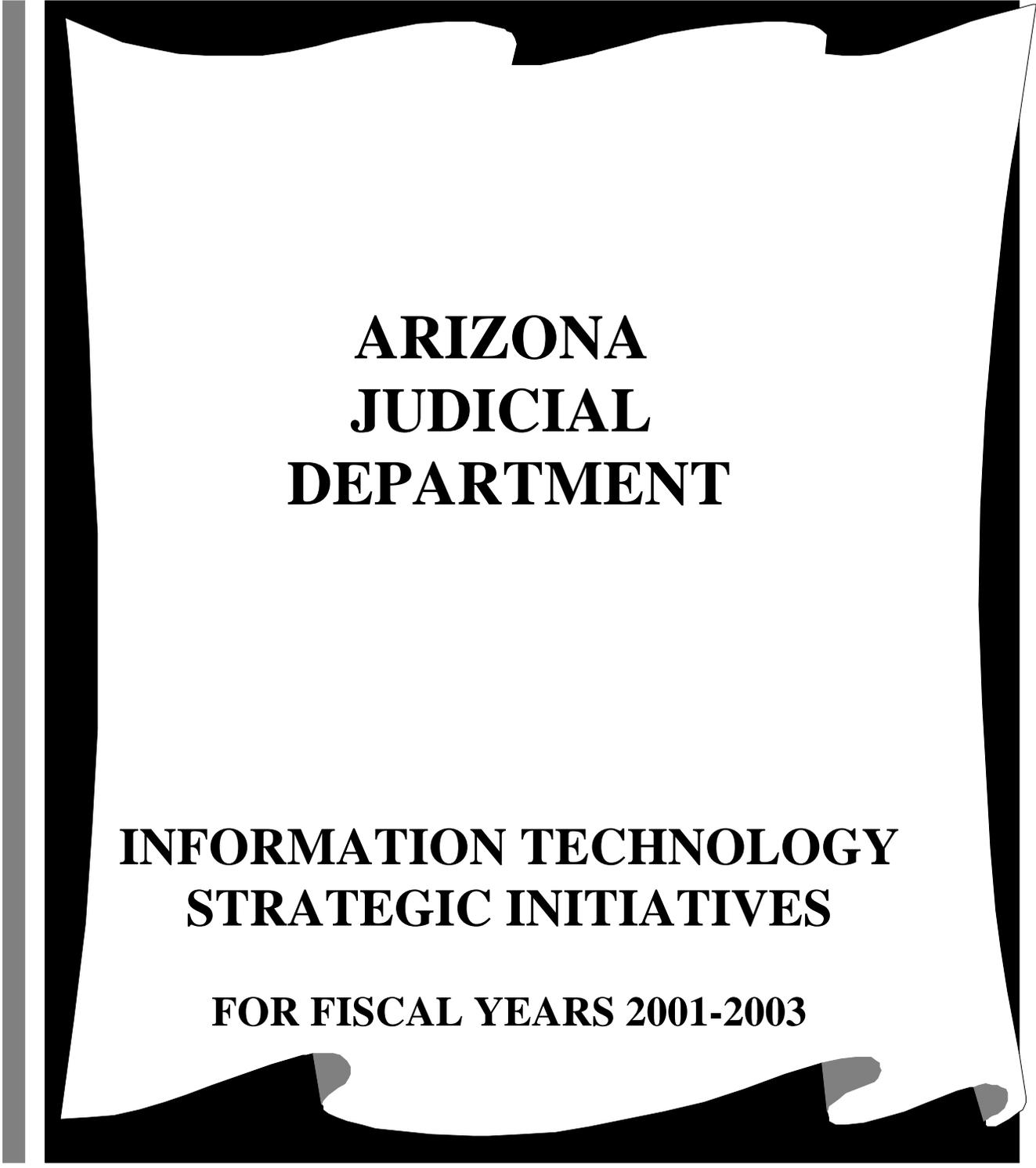
There is a diversity of software throughout the courts. As the Judiciary moves to centralized support and standardization with a centralized Support Center, the set of products used will become more standardized. However, industry trends being as fast paced as they are, and unlikely to slow down, there will always be a sort of three-tiered software offering.

On the first tier are the old or legacy applications. PIMS is an example of a legacy application. On the second tier are the standard applications which are stable and for which training and Support Center assistance is available. Word Perfect 8.0 is an example of that type of application. In the third tier are the pilot users of what will likely be the next version, release or product. APETS is an example of a third tier application.

The list of software products shown in **Appendix B** is divided into two categories.

- ! First is a list of the products in use statewide in courts to which the Support Center provides assistance. There are many other products in use in the Superior, Justice and City courts statewide, most often supported by the IT staffs of the local court, city or county governments. At the state level, however, these are not supported and not included in the list.
- ! The second list is of those products in use at the Supreme Court and the Administrative Office of the Courts.





**ARIZONA
JUDICIAL
DEPARTMENT**

**INFORMATION TECHNOLOGY
STRATEGIC INITIATIVES**

FOR FISCAL YEARS 2001-2003

Information Technology Strategic Initiatives Alignment

The Information Technology Strategic Initiatives are aligned with the *Justice 2002* Strategic Implementation Projects. This section provided information on each Information Technology Strategic Initiative and their alignment with business needs of the Judiciary. The chart below illustrates technology's alignment with the business initiatives..

Summary of Alignment

The Arizona Judicial Branch is developing a dependence upon technology to facilitate its record keeping and communications activities. The information technology initiatives were developed to assure that the Judiciary can continue to rely on technology to enhance and support their business needs.

The Judiciary is relying more on electronic communications via email, the Internet and the intranet (which resides on the Arizona Judicial Information Network - AJIN) to communicate with each other, the public and with other justice agencies. Therefore, that information technology creates and secures the infrastructure is critical to implementation of the judicial strategic business projects. Information technology strategic goals also include providing the resources to publish information, forms, conduct surveys, and a myriad of other public relations and information-oriented tasks. Where communication is key, therefore, IT strategic initiatives 1 (maintain a robust infrastructure), 2 (provide security and disaster recovery), 3 (facilitate inter-court communications) and 5 (facilitate public and agency access) are aligned to meet the Judiciary's business needs.

Establishing a basic case and cash management system, with common data definitions and data recording practices, in courts across the state supports the need of the Judiciary to gather, track and analyze information. IT strategic initiative 4 (complete, maintain and enhance automation development statewide) supports such data requirements. The information technology project to create a data warehouse to provide for data analysis, for instance, is based on all courts' case and cash management data being in electronic form.

A more accessible court system is a focus of the Judiciary's strategic initiatives. Technology initiatives and their related projects support that with the introduction of electronic filing and electronic forms via the Internet.

An integrated justice system is also a priority. Technology projects to participate in data exchanges and sharing of information with local and state agencies will support this. And, of course, having a reliable and secure network is critical to such electronic sharing.

Information Technology Strategic Initiatives Summary

In the section following the alignment chart, the seven information technology strategic initiatives are detailed. Included in the *Background* section is a description of the initiative, its inception, and the elements of the technology environment included in the initiative.

The *Strategic Alignment* section aligns the initiatives with the Commission on Technology’s strategic automation goals.

In the *Business Value* section, the benefits that will accrue to the Judiciary and to the general public are identified. They include such things as improved quality of case and cash management, enhancing access to the courts, and reducing or avoiding costs.

In the *Dependencies* section, other activities, projects and groups upon which achieving this initiative depend are listed. This section will highlight the relationship of the strategic projects to one another.

Finally, in the *Impacts* section, each strategic project associated with the initiative is identified.

IT STRATEGIC ALIGNMENT with <i>JUSTICE 2002: IMPLEMENTATION</i> PROJECTS	IT Strategic Initiative						
	1	2	3	4	5	6	7
	Infrastructure	Security	Communications	Automation	Public Access	Records	Internal
Implement statewide a re-engineered case processing system to reduce the time abused and neglected children spend in out-of-home placement. (Model Court)	K	K	K	K	K		
Provide safe and secure juvenile detention facilities.				K			
Provide a balanced approach to supervising probationers in the community.							

IT STRATEGIC ALIGNMENT with <i>JUSTICE 2002: IMPLEMENTATION</i> PROJECTS	IT Strategic Initiative						
	1	2	3	4	5	6	7
	Infrastructure	Security	Communications	Automation	Public Access	Records	Internal
7 Increase collection of restitution and probation fees, and ensure fulfillment of community service hours from probationers.	K	K		K			
7 Expedite hearings to revoke probation of offenders who refuse to comply with probation conditions.	K	K	K	K			
7 Apprehend probationers who fail to appear as ordered and those who leave the county or state without the court's permission.				K			
7 Provide probation services to Limited Jurisdiction Courts for persons convicted of domestic violence, driving while intoxicated, and sex offenses.	K	K	K	K			
7 Provide drug and alcohol treatment programs for those probationers who are substance abusers.	K	K		K			
Implement statewide drug court programs to reduce drug related recidivism.	K	K	K	K			
Improve child support collections management by centralizing/privatizing the child support payment system.			K		K		
Create a Family Court Commission to study the effectiveness of courts in dealing with legal matters involving children and families.	K	K	K	K			

IT STRATEGIC ALIGNMENT with <i>JUSTICE 2002: IMPLEMENTATION</i> PROJECTS	IT Strategic Initiative						
	1	2	3	4	5	6	7
	Infrastructure	Security	Communications	Automation	Public Access	Records	Internal
Partner with other government and community agencies to create violence prevention programs, such as the "Violence Prevention Initiative."					K		
Implement a private fiduciary program that trains, certifies and investigates court appointed guardians, conservators, and personal representatives of the elderly, mentally incapacitated, and other vulnerable citizens.	K	K	K				K
Strive to process 90% of criminal cases within 100 days of filing by re-engineering criminal case processing and by increasing resources for courts, prosecutors and public defenders. (Fill the Gap)	K	K		K	K		
Eliminate barriers to accessing the court by reducing costs and providing information and assistance to people who come to court. (CourtHelp)	K	K		K	K	K	
<ul style="list-style-type: none"> Provide legal advice hotlines for domestic violence, domestic relations, and juvenile issues. (Similar to Elder Law Hotline) 					K		
<ul style="list-style-type: none"> Implement a Public Access Line (PAL), a toll free service to provide general court related information to the public. 					K		
<ul style="list-style-type: none"> Customer service training. 							

IT STRATEGIC ALIGNMENT with <i>JUSTICE 2002: IMPLEMENTATION</i> PROJECTS	IT Strategic Initiative						
	1	2	3	4	5	6	7
	Infrastructure	Security	Communications	Automation	Public Access	Records	Internal
<ul style="list-style-type: none"> Forms on demand available on Judicial Department's Self Service Center Web site. 	K	K			K		
Provide adequate and safe court facilities for citizens and employees.							
Develop integrated justice information systems.	K	K	K	K	K	K	
Examine how the practice of law (e.g., rules of practice and procedure, discovery practices, etc.) increase the cost to accessing justice.							
Recruit, train, and retain a quality workforce.			K	K	K	K	
Develop opportunities for effective communication between the courts and the community.	K	K	K		K		
7 Conduct citizen summits.							
7 Increase information provided through the Internet.	K	K		K	K		
7 Continue the "View from the Bench" program that matches legislators and judges for sharing information and better understanding of each others' roles.							
7 Design an ongoing customer-satisfaction survey system.					K		
7 Establish local citizen advisory councils to provide input on court operations.							

IT STRATEGIC ALIGNMENT with <i>JUSTICE 2002: IMPLEMENTATION</i> PROJECTS	IT Strategic Initiative						
	1	2	3	4	5	6	7
	Infrastructure	Security	Communications	Automation	Public Access	Records	Internal
Develop opportunities for juveniles to view the court system such as taking the court to school/or school to court.							
Enhance the perception as well as the reality of fairness and equality in the judicial system.					K		
Reexamine the Code of Judicial Conduct as it relates to judges' public involvement.							
Implement standards of performance for trial courts.	K	K		K			
Implement a process of strategic planning to set goals and monitor performance.							K
Provide citizens sufficient information on judicial performance to use in judicial retention elections.	K	K		K	K		K
Implement a reengineered lawyer discipline system that will provide prompt, fair resolution of complaints.	K	K	K	K			
Increase the number of public members serving on the courts' various policy-making committees.							
Improve the professionalism of judges and attorneys.							
Ensure enforcement of court orders and rules.							
7 Ensure victims' rights are addressed.	K	K		K			

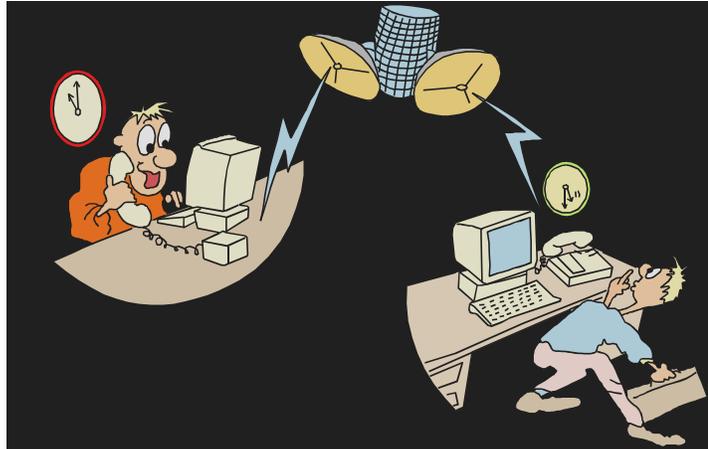


Build and maintain the infrastructure (including the network, centralized help desk, field support, equipment upgrades and distributed systems management capabilities) to support statewide court automation.

Background

The Judiciary is in its eighth year of deploying and supporting automation statewide. 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. There are two divisions of the Court of Appeals, 15 Superior Court locations, 82 Justice of the Peace Courts, and 83 Municipal Courts. There are over 370 judges and more than 6,500 employees of the Judiciary statewide.

The Arizona Judicial Information Network (AJIN) is a state-of-the-art frame relay network extending to 121 court sites and 53 juvenile probation and detention sites statewide. In the next 12-24 months, it will be extended to 58 adult probation sites in support of the new APETS application. The Judiciary has responsibility for the expansion, enhancement and maintenance of the network and for working with communications providers to assure uninterrupted system availability.



A centralized support center fields all help calls from sites. Staffed by specialists in desktop software, court applications software and desktop hardware, first level support can assist court personnel statewide in resolving problems. This effort is critical to maintaining on-going operations in each Arizona court and probation department site. This centralized support center was created during fiscal year 1998; software for call tracking was implemented. The scope was expanded to include all automation statewide.

Second level support personnel install and upgrade systems and respond to critical systems problems. They also proactively maintain equipment for over 1500 users statewide. On-site support by field support specialists deployed by region is necessary to provide the necessary level

of support. Deployment of dedicated field support personnel is unfunded at this time. A skeleton staff centrally located provides limited support with less than optimum response times.

In Fiscal Year 2001, the centralized support center and second level support functions will be combined to form ITD Central Support Services. Second level support personnel will be crossed trained in the statewide applications in order that may address more than one application during a site visit. It is anticipated that this will improve assistance response time, reduce field support costs and bring about a more systemic perspective among support personnel.

Deployment of a distributed systems management system is needed to reduce the field support requirement. This is a project which is funded to begin in FY 1999 and will be coordinated with a rollout of new software and hardware for the court case and cash management system.

Strategic Alignment

Strategic Initiative 1: Infrastructure Alignment with Commission on Technology Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	1
Improve information access and communication from and to the judicial functions.	1
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Business Value

This strategic initiative will create, extend and support an infrastructure that will provide business value to statewide activities involving the network, centralized help desk support, field support, equipment and software upgrades. The benefits or business values for each area will allow:

Network

- ! Improved rural court productivity by providing them with the same level of technology afforded the large metropolitan courts.
- ! Improved customer service by providing higher quality of data and case management and greater public access to information.

- ! Improved centralized access to information, such as criminal history, orders of protection, domestic violence, etc. for law enforcement.
- ! Improved electronic integration with the legal community and other justice-related departments and agencies.
- ! Improved responsiveness and productivity of court staff.
- ! Reduced risks in and complexity of systems development by reducing the number of systems and protocols/standards needing support.
- ! Reduced reliance on vendor(s).
- ! Improved openness and interoperability of judicial systems with outside agencies.

Centralized Help Desk

- ! Improved overall quality of systems by devoting limited resources to fewer of them.
- ! Improved rural court productivity by providing them with the same level of technology afforded the large metropolitan courts.
- ! Reduced costs of resources by centralizing and eliminating, where feasible, duplicate support structures.
- ! Reduced training and support resources required by standardizing the applications software, systems software, and hardware deployed.

Field Support

- ! Improved responsiveness and productivity of court staff.
- ! Improved rural court productivity by providing them with the same level of technology afforded the large metropolitan courts.
- ! Reduced training and support resources required by standardizing the applications software, systems software, and hardware deployed.
- ! Increased efficiency, accuracy and effectiveness of support by developing and documenting processes and procedures.
- ! Reduced costs of resources by centralizing and eliminating duplicate support structures.
- ! Improved quality of support staff customer service.

IT Equipment Upgrades

- ! Improved rural court productivity by providing them with the same level of technology afforded the large metropolitan courts.
- ! Reduced risks in and complexity of systems development by reducing the number of systems and protocols/standards needing support.
- ! Reduced cost of maintenance by routine enhancements, upgrades, and replacements as well as preventative maintenance.

Distributed System Management

- ! Increased effectiveness of support by automating tracking, distribution, and other routine tasks.

- ! Increased system availability.
- ! Improved quality of support staff customer service.

Dependencies

Continued availability and enhancement of high-speed communications statewide.
 Successful migration of legacy SNA network to TCP/IP.

Impacts

The infrastructure, along with the applications deployed on state-supported hardware and software throughout Arizona, provides the foundation on which the remaining initiatives rest. Such initiatives and projects as justice agency integration, public access, and improved statistical reporting for accountability rely on a robust and well supported infrastructure.

Nearly all the IT projects are impacted by and aligned with this initiative.

COMMISSION ON TECHNOLOGY STRATEGIC PROJECTS SUPPORTING STRATEGIC INITIATIVE 1: INFRASTRUCTURE			
ACAP Software Project		Email Everywhere	
Automation Training and Support Services		Justice Integration Project	
Adult Probation Software Development and Rollout		Virtual Self-Service Center	
Central Public Access to Data		Technical Training	
Data Warehouse		Data and Network Security	



Provide security and disaster recovery policies, procedures and technology to protect statewide court technology-related assets.

Background

With the creation of AJIN, the deployment of the JOLTS juvenile tracking system and the ACAP case and cash management system with a client server architecture, the Judicial Department accepted the major responsibility of safeguarding the data and infrastructure on which courts statewide rely. An information security specialist was placed on staff with the charge of developing the specific strategies, standards and policies to achieve this goal.



Two of the planned IT Strategic Projects pose new requirements for data security. These are the Electronic Document Management and the Criminal Justice Data Integration projects. The Digital Government Workgroup is exploring security in the areas electronic documents while an ad hoc workgroup is identifying the areas of security risk in the electronic exchange of data between criminal justice agencies. The work of both groups will be concentrated in Fiscal Years 2001 and 2002.

Strategic Alignment

Strategic Initiative 2: Security and Disaster Recovery Alignment with Commission on Technology Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	1
Improve information access and communication from and to the judicial functions.	1
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

Business Value

- **Reduce the risk of loss of court assets.**

Dependencies

Security

- Cooperative solutions with local governments when developing standards for integrating local government networks with AJIN.

Impacts

- If not successful, disruption of court business operations might occur.

Nearly all the IT projects are impacted by and aligned with this initiative.

COMMISSION ON TECHNOLOGY STRATEGIC PROJECTS ALIGNED WITH STRATEGIC INITIATIVE 2: SECURITY & DISASTER RECOVERY			
ACAP Software Project		Email Everywhere	
Virtual Self-Service Center		Justice Integration Project	
Automation Training and Support Services		Data and Network Security	
Adult Probation Software Development and Rollout		Data Warehouse	
Central Public Access to Data		Technical Training	
Electronic Document Management			



Acquire, install and support software and hardware to facilitate court communications.

Background

The Internet access and email have become indispensable to communications. Internet technologies and protocols have permeated current technologies. The Judiciary wishes to leverage these technologies by using them to facilitate communications among court employees and with the public. It is the goal of the Judiciary to provide all court employees with access to email and to the Internet and the AJIN Intranet.

For the last year, the Administrative Office of the Courts has been using Microsoft's Outlook on an Exchange server. The Judiciary has adopted TCP/IP as a part of its network architecture. Further, the Internet SMTP/MIME standard has been adopted as the Judiciary's email standard.

In FY 1998, a mail server and Intranet server were acquired and tested on AJIN. The pilot users were satisfied with function and performance. During 1999, Outlook Express was deployed to all ACAP courts along with the deployment of new Y2K-compliant desktops and enhanced application software. Based upon feedback from the user community, Outlook Express will be converted to Outlook in FY 2001.



The Judiciary believes that making processes, procedures, informational documents, etc. available on the Intranet will both save money and make this information more accessible. A number of courts throughout the State have created web sites on their local networks. This has been very successful and thus it is planned that each court will also have a page on the AOC web site containing the information most requested by the community and other criminal justice agencies. Further, access to legal research, AZ statutes, Supreme Court and Court of Appeals' opinions via the Internet will facilitate greater productivity for judges and court staff.

Strategic Alignment

Strategic Initiative 3: Court Communications Alignment with Commission on Technology Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	1
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

Business Value

Email

- ! Reduced risks in and complexity of systems development by reducing the number of systems and protocols/standards needing support.
- ! Reduced training and support resources required by standardizing the applications software, systems software, and hardware deployed.
- ! Reduced cost by reducing the paper and postage costs of intra-court communications.
- ! Improved rural court productivity by providing them with the same level of technology afforded the large metropolitan courts.
- ! Improved customer service by providing better public access to a more comprehensive range of judicial information.
- ! Improved responsiveness and productivity of court staff.
- ! Increased effectiveness of support by automating tracking, distribution, and other routine tasks.

Court Intranet

- ! Reduced cost by reducing the paper and postage costs of intra-court communications.
- ! Improved responsiveness and productivity of court staff.
- ! Improved rural court productivity by providing them with the same level of technology afforded the large metropolitan courts.
- ! Improved quality of support staff customer service.

Dependencies

- Continued extension, maintenance and support of AJIN.
- Most priority projects are either dependant upon or will significantly benefit from the addition of email and Intranet/Internet access.

Impacts

Nearly every project is closely aligned to this strategic initiative.

COMMISSION ON TECHNOLOGY STRATEGIC PROJECTS ALIGNED WITH STRATEGIC INITIATIVE 3: COMMUNICATIONS			
ACAP Software Project		Email Everywhere	
Automation Training and Support Services		Justice Integration Project	
Data Warehouse		Data and Network Security	
Adult Probation Software Development and Rollout		Virtual Self-Service Center	
Central Public Access to Data		Technical Training	
Electronic Document Management			



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

Background

The Judiciary has several statewide automation projects underway and a major goal is to complete them. They provide for court case and cash management for the various levels and/or departments within the Judiciary.

The Arizona Court Automation Project (ACAP) provides automation to Superior, Justice and Municipal courts. During FY 2000, the Windows version of the FACTS software was implemented in most rural and suburban courts. As these courts have begun to use the new version, the functions in need of strengthening have been identified. Thus, the next phase is to significantly enhance the application in the financial areas and to enable its use in the large metropolitan courts by increasing its case processing capacity. This is in keeping with the statewide automation goal of implementing functionally rich business automation. The Criminal Justice Data Integration Project will also significantly reduce the level of effort of maintaining FACTS by eliminating the redundant data entry now being performed. By 2003, the Judiciary hopes to have nearly all Arizona general and limited jurisdiction courts operating on the ACAP software solution.

The Appellamation project is implementing an appellate court case management system developed for the Supreme Court and both divisions of the Court of Appeals. This system uses the same database architecture as ACAP, and will be integrated with the ACAP system to provide for transfers of case information.

JOLTS (juvenile on-line tracking system) provides for the automation needs of the juvenile justice community. The first statewide system implemented, JOLTS is a statewide juvenile probation caseload management system developed in Maricopa county in 1979. It is currently installed in every juvenile court and detention center in the state. It provides the following functionality:

Probation Caseload Management
Detention Management
Billing & Financial Tracking

Treatment Services Tracking
Diversion Program Tracking
Juvenile Tracking Information into Adult Court

Court Calendaring
Petition Generation
Victim Notification

Limited Photo Imaging
Statewide Email
Statewide Youth Index and Statewide Database

JOLTS users number approximately 2,600 statewide and include the following agencies: Juvenile Court Centers, Victim Rights Advocates, County Attorneys, Court Appointed Special Advocates (CASA), Public Defenders, Foster Care Review Board (FCRB), Attorney Generals Office, Department of Economic Security, Clerk of the Court, ComCare, Court Administration, Department of Juvenile Corrections, and Adult Probation Departments.

An effort is underway to automate the adult probation tracking functions statewide. The Judiciary issued an RFP in 1997; however, all vendors were unresponsive and the development has become a joint effort with Maricopa County Court and Administrative Office of the Courts. The Adult Probation Enterprise Tracking System (APETS) is scheduled for pilot implementation in the year 2000.

Strategic Alignment

Strategic Initiative 4: Statewide Automation Alignment with Commission on Technology Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	1
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

Business Value

Improved effectiveness of the Criminal Justice System through the electronic exchange of court data and documents and the provision of decision making information to criminal justice administrators.

- ! Improved rural court productivity by providing them with the same level of technology afforded the large metropolitan courts.
- ! Improved consistency in record keeping and case management practices statewide.
- ! Improved customer service by providing higher quality of data and case management and greater public access to information.
- ! Improved responsiveness and productivity of court staff.

- ! Increased productivity of court and support staffs.
- ! Reduced development costs by reducing the number of systems implemented and supported statewide.
- ! Reduced maintenance and enhancement costs by reducing the number of systems implemented and supported statewide.
- ! Reduced cost impact of legislative and judicial administrative changes to processes and procedures requiring changes to application software.
- ! Reduced training and support resources required by standardizing the applications software, systems software, and hardware deployed.
- ! Reduced cost of maintenance by routine enhancements, upgrades, and replacements as well as preventative maintenance.

Dependencies

- The maintenance and upgrade of the infrastructure.
- Improved communications via the Intranet to facilitate project coordination.
- Vendor delivery of modifications on time and on budget.
- Staff resources to perform statewide replacements and upgrades for ACAP and JOLTS.
- The establishment of a policy and governance structure for the development of the Criminal Justice Data Integration Project.

Impacts

COMMISSION ON TECHNOLOGY STRATEGIC PROJECTS ALIGNED WITH STRATEGIC INITIATIVE 4: STATEWIDE AUTOMATION			
ACAP Software Project		Email Everywhere	
Automation Training and Support Services		Justice Integration Project	
Data Warehouse		Data and Network Security	
Adult Probation Software Development and Rollout		Virtual Self-Service Center	
Central Public Access to Data		Technical Training	
Electronic Document Management			



**Improve data exchange and communications with the public,
the other criminal justice functions and outside agencies.**

Background

To serve the public better, contribute to the improved effectiveness of the criminal justice system and make courts more accessible, the Judiciary will provide electronic access to court information via the Internet. This will include general information, case information and court calendars. Additionally, we plan to foster development of electronic data interchanges between criminal justice agencies and electronic filing for the legal community.

The Judicial Branch recognizes and supports the need for improved operational effectiveness of the criminal justice system as a whole. Each criminal justice function must improve not only within itself but also in concert with the other criminal justice agencies. The courts being central to the system, are eager to collaborate in the statewide effort which began in Coconino County in FY 2000 to automate the exchange of data used by more than one criminal justice agency. A pilot project linking the FACTS application for the Superior Court in Coconino County and the new Coconino County Attorney Case Management System is underway with the purpose of establishing the Integration System Model which will be made available to the remaining Arizona Counties.

The Judicial Branch also recognizes that the public will be better served by improving the operational effectiveness with outside non-judicial entities. Technology can enable this objective. For example, with the implementation of expedited family court processes, the expanded use of electronic data exchange will support a speedier and more accurate processing of these cases by facilitating communication among the various state, local and judicial entities involved.

Strategic Alignment

Strategic Initiative 5: Public and Agency Access Alignment with Commission on Technology Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	1
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

Business Value

Improved effectiveness of the Criminal Justice System through the electronic exchange of court data and documents and the provision of decision making information to criminal justice administrators

- ! Improved consistency in record keeping and case management practices statewide.
- ! Improved customer service by providing higher quality of data and case management and greater public access to information.
- ! Improved centralized access to information, such as criminal history, orders of protection, domestic violence, etc. for law enforcement.
- ! Improved quality and quantity of data available to the AOC for analysis and research.
- ! Improved electronic integration with the legal community and other justice-related departments and agencies.
- ! Improved quality of service to the public by providing other government agencies, such as DES and DOR, with more accessible electronic information to improve and support their processes.
- ! Increased overall accuracy and timeliness, reduction of processing backlogs and database completeness.

Dependencies

- Completion of the basic court automation: ACAP/LVC
- Development of the judicial data warehouse
- Cooperation of the state and local agencies.
- With state and local agencies, development of mutually agreed-upon security policies and procedures.

- Development of a statewide data integration technical architecture.
- Acquisition of resources to develop a pilot project designed to create and prove the integration infrastructure architecture.

Impacts

COMMISSION ON TECHNOLOGY STRATEGIC PROJECTS ALIGNED WITH STRATEGIC INITIATIVE 5: PUBLIC AND AGENCY ACCESS			
Data Warehouse		Judicial Intranet	
ACAP Software Project		Email Everywhere	
Automation Training and Support Services		Justice Integration Project	
Technical Training		Data and Network Security	
Adult Probation Software Development and Rollout		Virtual Self-Service Center	
Central Public Access to Data			

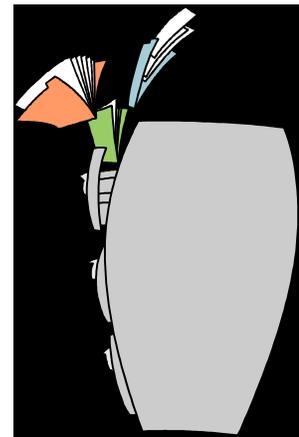


Provide solutions for the courts' records storage challenges.

Background

Record management and storage is a challenge facing all courts today. The Judiciary will, over the next three years, explore alternative technologies such as imaging to address our document management requirements.

Electronic filing will support the court's migration to more streamlined processes and workflow management, which imaging is now beginning to support.



Strategic Alignment

Strategic Initiative 6: Records Alignment with Commission on Technology Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Business Value

- ! Improved electronic integration with the legal community and other justice-related departments and agencies.
- ! Reduced cost of records storage.
- ! Improve the accessibility of archived court information.
- ! Reduce the risk of loss of court assets.
- ! Simultaneous access to the same document.
- ! Improved access by the public.

Dependencies

- Imaged and electronic documents may require upgraded network capability.
- Desktop PC often must be high-end to handle images.
- Legislation and court rule changes may be required to achieve paperless original documents.

Impacts

COMMISSION ON TECHNOLOGY STRATEGIC PROJECTS ALIGNED WITH STRATEGIC INITIATIVE 6: RECORDS			
Data Warehouse		Judicial Intranet	
ACAP Software Project		Email Everywhere	
Automation Training and Support Services		Justice Integration Project	
Electronic Document Management		Data and Network Security	
Adult Probation Software Development and Rollout		Virtual Self-Service Center	
Central Public Access to Data		Technical Training	



Provide divisions of the Administrative Office of the Courts with automated solutions for internal administrative support goals and objectives.

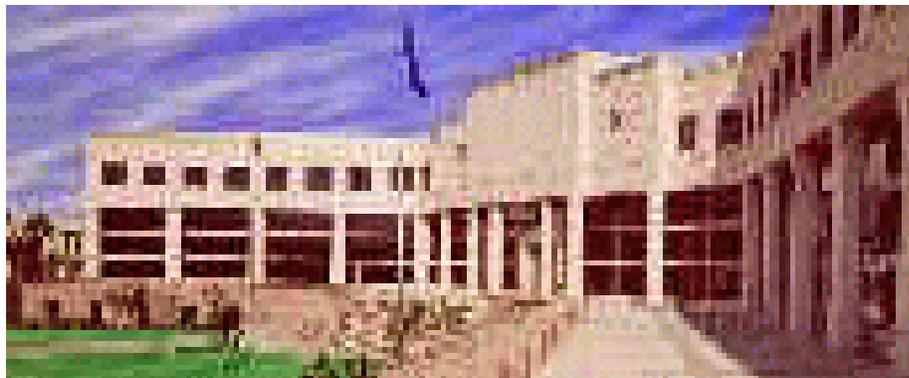
Background

In addition to supporting statewide technology projects, the Information Technology Division of the Administrative Office of the Courts is responsible for providing support and development of a variety of automated systems for AOC divisions. These divisions are supporting courts in the pursuit of *Justice 2002* goals.

The Administrative Office of the Courts' mission is:

To assist the Chief Justice in carrying out the constitutionally prescribed responsibility for providing administrative supervision over the integrated Arizona court system and support the Chief Justice and the Supreme Court in providing quality administrative leadership and assistance to Arizona's courts.

Further, legislation has often charged the Supreme Court with administering certain programs in support of justice-related activities, for instance, Foster Care Review Board functions, certification of private judiciaries and process servers, the confidential intermediary program, and grant tracking. These activities often require automation to perform the data collection and tracking needed. Several programs of this nature are supported and/or in development.

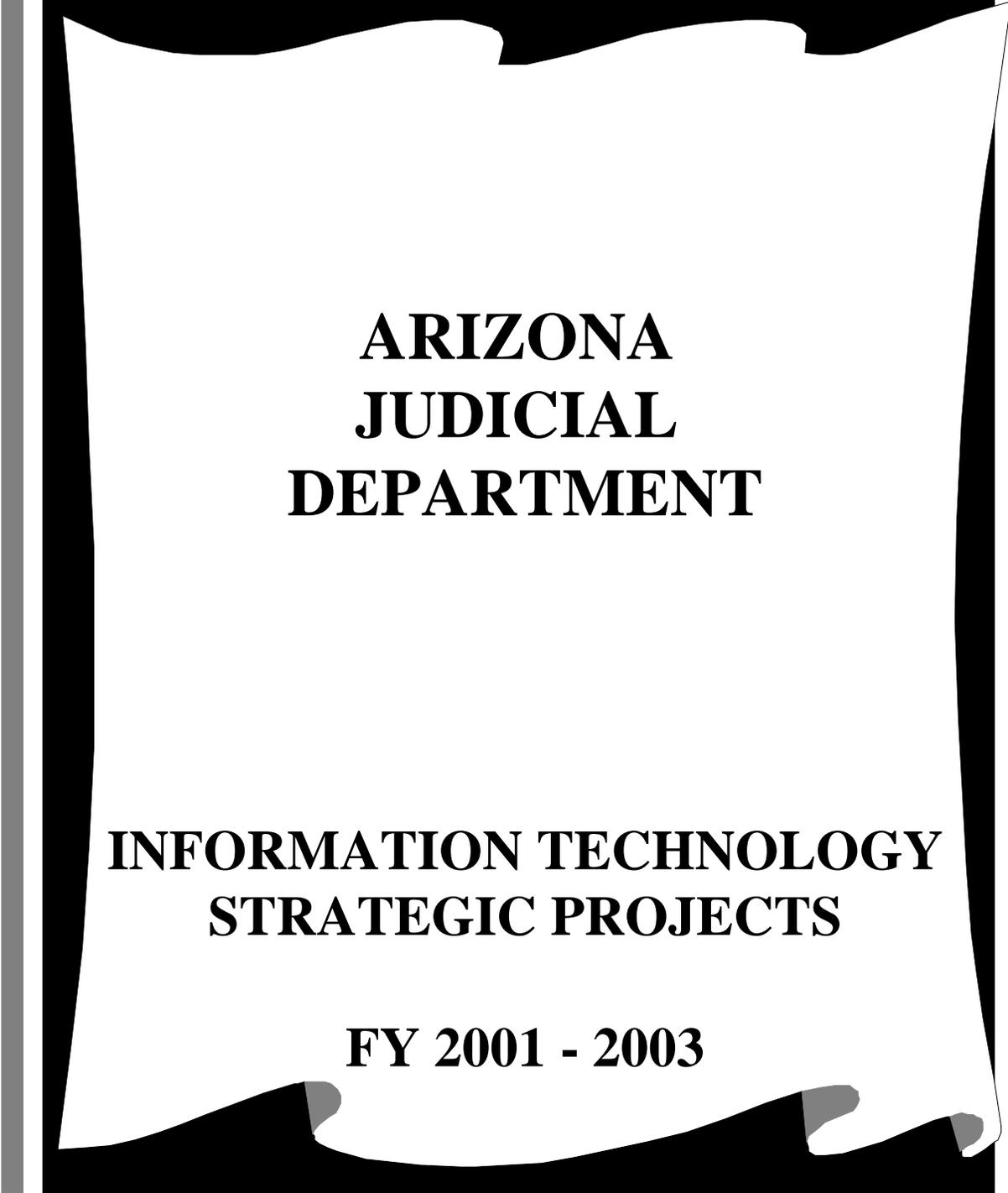


Strategic Alignment

Strategic Initiative 7: AOC Automation Alignment with Commission on Technology Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	1
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

Impacts

COMMISSION ON TECHNOLOGY STRATEGIC PROJECTS ALIGNED WITH STRATEGIC INITIATIVE 7: AOC AUTOMATION			
Data Warehouse		Judicial Intranet	
ACAP Software Project		Email Everywhere	
Automation Training and Support Services		Justice Integration Project	
Electronic Document Management		Data and Network Security	
Adult Probation Software Development and Rollout		Virtual Self-Service Center	
Central Public Access to Data		Technical Training	

The logo graphic consists of a white, irregularly shaped area with wavy, torn edges, set against a black background. The text is centered within this white area.

**ARIZONA
JUDICIAL
DEPARTMENT**

**INFORMATION TECHNOLOGY
STRATEGIC PROJECTS**

FY 2001 - 2003

INFORMATION TECHNOLOGY STRATEGIC PROJECTS

This section contains a description of the statewide or state-level strategic projects undertaken by the Judicial Department for FY 2001-2003. These projects arise from the strategic initiatives and support *Justice 2000* business goals as well as the Commission on Technology's automation goals.

At its March, 2000 workshop, the Commission on Technology restructured and prioritized the Strategic Projects shown in last years Information Technology Strategic Plan to better reflect the current and future technology requirements of the Judicial Branch. Projects shown in last year's plan have been consolidated where there are strong interdependencies between them..

These projects are:

- [SP-01: ACAP Software Project](#) (Includes Software Development, Data Quality, and Information Access)
- [SP-02: ACAP Rollout](#)
- [SP-03: JOLTS Software Project](#)
- [SP-04: Adult Probation Software Development and Rollout](#)
- [SP-05: Central Public Access to Data](#)
- [SP-06: Electronic Document Management](#)
- [SP-07: Data Warehouse](#)
- [SP-08: Judicial Network](#)
- [SP-09: Email Everywhere](#)
- [SP-10: Justice Integration Project](#)
- [SP-11: Training and Automation Support Services](#)
- [SP-12: Data and Network Security](#)
- [SP-13: Virtual Self-Service Center](#)
- [SP-14: Technical Training](#)
- [SP-15: Video Conferencing](#)
- [SP-16: Appellamation Software Project](#)

For each project, the project's goals are provided. They are stated in terms of milestones expected to be completed by the dates noted. Alignment with the Commission on Technology's IT Strategic Automation Goals is specified. In a chart, a checkmark marks each IT goal supported by the project.

The *Snapshot* section provides a very brief characterization of the project. Included are the project's class and status. Also, an assessment of the degree of risk associated with successful completion of the project is included. *Class* identifies whether the project is a utility,

enhancement or frontier class of project. The utility class includes the basic applications required to be in business. The enhancement class includes projects that extend the organization's performance, offering, for instance, faster delivery of information, better service and higher quality. The frontier class represents a potential breakthrough that could make a dramatic improvement in the Judicial Department's approach and delivery of its mission critical functions.

A *Description* section outlines the project. Where applicable, the following sections are included in the description: general description, existing situation, description of proposed changes and objectives, and description of technology used or technical environment.

STRATEGIC PROJECT ANALYSIS

The Commission on Technology has adopted a two part process for analyzing proposed Strategic Information Technology Projects. The first view results in a judgement as to how well the project supports one or more of the three Statewide Automation Goals (listed on page 17) followed by a decision as to its urgency based upon interdependencies with other projects, operational demands and/or legislative mandates. This view enables the Commission to identify and make an initial prioritization of the Strategic Projects. The following chart includes the priorities established by the Commission on Technology at its March, 2000 workshop

STRATEGIC PROJECTS	Priority Rank	Automation Infrastructure	Access & Communication	Judicial Effectiveness
ACAP Software Project, including Data Quality and Information Access	2 5 10			
ACAP Rollout	Ongoing			
JOLTS Software Project	8			
Adult Probation Software Development and Rollout	10			
Central Public Access to Data	7			
Electronic Document Management	4			
Data Warehouse	11			
Judicial Network	6			
Email Everywhere	Ongoing			
Justice Integration Project	1			
Automation Training and Support Services	3			
Data and Network Security	Ongoing			
Virtual Self-Service Center	9			
Technical Training	Ongoing			
Video Conferencing	13			
Appellamtion Software Project	12			

The second view is an assessment of the level of impact the proposed Strategic Project will have on the Commission on Technology's Identified Strategic Business Needs. For this analysis, the Commission has adopted an approach developed by Mr. William Rossner, a Gartner Group analyst, as one way of approaching strategic planning for information technology. It is to use application portfolio analysis. Applications are categorized into three classes:

The utility class of applications

includes the basic applications required to be in business.

The enhancement class of applications

includes those that extend the organization's performance, offering, for instance, faster delivery of information, better service and higher quality.

The frontier class of applications

represents a potential breakthrough that could make a dramatic improvement in an organization's approach.



He described balance in each of these areas as the key to planning.

Utility Class Applications

The Information Technology (IT) planning group believes they have balanced maintenance, replacement and upgrades to basic necessary functions with enhancement and "leading edge" projects. The majority of projects are those maintaining current efforts towards basic infrastructure and business applications. Not all basic IT projects are listed below, of course, but the priority projects with state level visibility and significant resource needs are. Several IT applications are simply in maintenance mode are not identified as priority projects. It is expected that these applications will continue to be supported and maintained. These include, for instance, the defensive driving centralized database, the Dependant Children's Automated Tracking System (DCATS), the Tax Intercept Program (TIP), and various internal accounting and utility programs supporting the Supreme Court and the Administrative Office of the Courts.

Enhancement Class Applications

The enhancement types of projects are directed towards extending the capabilities of many applications - adding, for instance, more analysis and statistical reporting functions to the case management system to support the accountability and measurement strategic initiative. Enhancement projects also include those new projects which will allow courts to provide a higher quality of service to the public, another goal of *Justice 2002*.

The Juvenile On-Line Tracking System (JOLTS) will be extended by adding a dependency module in support of the *Justice 2002* mandate to expedite child dependency cases proceedings.

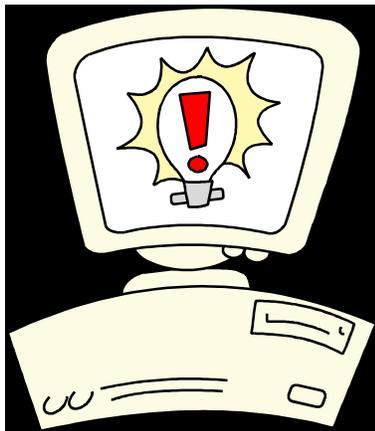
The Large Volume Courts software modification project is primarily directed at providing high volume functionality to the existing statewide ACAP software. However, as part of that modification effort, several enhanced functions are being added. Most notably, a calendaring and scheduling function is being enhanced to allow law enforcement officers' schedules to be

accessible to the court scheduling function, and it will make the calendar easily accessible to city and county law enforcement officials. This new feature makes both scheduling and communication between the courts and law enforcement more efficient.

Frontier Class Applications

In addition, the Judiciary is beginning projects that are on the “frontier” of technology. When complete, they will substantially increase the Judiciary’s technology capability, and significantly modernize it using technology. There are a limited number of these, and they are interrelated. It is expected that the data warehouse, for instance, is the basis for the data integration with other justice agencies and also with the public access offerings. The virtual self-service center is also making use of the Internet to provide the public with easy access to court information, procedures, and interactive forms. The *Child Support Calculator* is one Internet-deployed application, accomplished in FY 1999, that uses the newest interactive technologies to

significantly enhance the public’s access to domestic relations courts.



With respect to electronic filing, the Judiciary is in sync with the state executive and legislative departments in moving in the direction of accepting electronic documents. The Judiciary will be participating in the state’s standards setting task group on digital signatures as part of the effort to move in this direction, anticipating that these standards may form the basis for its own rules for accepting electronic documents filed by the legal community and by the public.

Taking that approach to the Arizona Judicial Department’s applications, both existing and planned, yields the following overview of the strategic projects:

STRATEGIC PROJECTS	UTILITY	ENHANCE	FRONTIER
ACAP Software Project	K	K	
ACAP Rollout	K		
JOLTS Software Project	K		
Adult Probation Software Development and Rollout	K		
Central Public Access to Data		K	
Electronic Document Management			K
Data Warehouse			K
Judicial Network		K	
Email Everywhere		K	
Justice Integration Project			K

STRATEGIC PROJECTS	UTILITY	ENHANCE	FRONTIER
Automation Training and Support Services	K		
Data and Network Security	K		
Virtual Self-Service Center		K	K
Technical Training	K		
Video Conferencing		K	
Appellamtion Software Project		K	

The Judiciary considers the distribution of strategic projects to be reasonably balanced. The frontier projects are large in scope and resource demands. Limiting those to significant and “doable” projects is deliberate.



ACAP Software Project

Goals and Accomplishments

Project Goals

- Complete the programming and testing of the probate and arbitration modules for superior courts using FACTS in FY 2000.
- Deploy the probate and arbitration modules to ACAP Superior Courts starting in Pima County in FY 2001.
- Assume the responsibility for the enhancement and maintenance of the FACTS application.
- Identify the modifications necessary for FACTS use in the Municipal Courts.
- Improve report generation capability.
- Perform requirements definition for Maricopa Superior Court FACTS enhancements in 2001-2002.
- Complete FACTS enhancements for Maricopa Superior Court in 2002-2003.
- Do a phased implementation of FACTS in Maricopa Superior Court in 2002-2003.

Project Goals Achieved in Fiscal Year 2000

- Complete FACTS (the court's statewide case and cash management application) modifications project, phased for specific implementation requirements, through 2002.
- Implement FACTS in Tucson City Court in August, 1999.
- Develop additional query screens to meet courts' and justice partners' information needs in FY 2000.
- Deploy web-based query to FACTS data to justice agencies, as needed.
- AOC/ITD has written a probate module which integrates with FACTS.

IT Strategic Automation Goals Supported

Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Snapshot

CLASS		STATUS		RISK	
Utility	I	New		High	
Enhancement		On-going	I		
Frontier		Replace/Upgrade	I	Low	

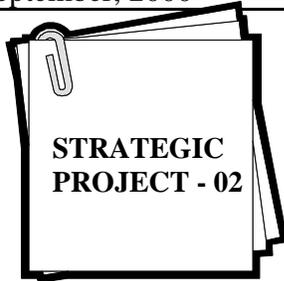
Description

The ACAP Software Project has been restructured in order to address the second highest priority established by the Commission on Technology which is to significantly enhance the functionality of the newer statewide strategic applications. Considerable investment has been made to-date in these systems and now that they are implemented throughout the Judicial Department, the areas targeted for improvement have been identified by their users. There are three sub-projects within the ACAP Software Project; Software Development, Data Quality, and Information Access.

With regard to ACAP Software Development, ITD/AOC has recently assumed responsibility for the enhancement and maintenance of the FACTS source code under an agreement with the FACTS vendor, Progressive Systems, Inc. (PSI). This will enable ITD/AOC to respond more quickly and accurately to the needs of the court community. One of the first areas to be addressed is the significant improvement of financial and cash management functionality. Concurrent with that will be the modifications necessary for FACTS to function effectively in the Municipal Courts throughout the state. A committee made up of Municipal Court business and technical representatives has been formed to identify, document and prioritize these modifications. The third area within Software Development will be an assessment of the suitability of the FACTS application for use at the Superior Court in Maricopa County. It is anticipated the its existing Automated Court System (ACS) will reached the end of its useful life in the next three years and Maricopa County will be evaluating all possible alternatives. Because Maricopa County was an active participant in the Large Volume Court Committee (LVCC), it is anticipated that the modifications already made to FACTS in FY 2000 will largely meet Maricopa’s unique needs.

The quality of the data contained in every application of technology is crucial to its success. Thus, while the Data Quality Strategic Project had been a stand-alone in last year’s plan, it is now included as a sub-project. The rationale for this is that of all the statewide applications, FACTS is the most data intensive and the results achieved with FACTS will be readily transferrable to the other applications. The areas to be addressed will be the improvement of data entry validation, the further automation of work processes, simplifying systems and codes, and improving report generation capability to expose possible data errors.

The third sub-project is the expansion of the access to court related statistical information. This is a high priority for the county as well as the state level courts. To better satisfy this need, this sub-project will include the deployment of Crystal Reports to the Limited Jurisdiction Courts, expansion of the training in the use of Crystal reports and the establishment of a library of standard reports. The Judicial Department's new Data Warehouse (Project SP-07) will be made available for report generation according to the policies established by the Arizona Judicial Council and Targeted Dashboards will be developed for ease of report creation.



ACAP Rollout

Goals and Accomplishments

Project Goals

- Implement FACTS in Pima Superior Court in FY 2002.
- Implement FACTS in Pima Justice Court in FY 2001-2002.
- Implement in Maricopa Justice Court in FY 2002.

Project Goals Achieved in Fiscal Year 2000

- Complete the rollout of the ACAP application's new release to the remaining 100 court sites, concluding by fall, 1999.
- Complete the replacement of ACAP desktops for Y2K compliance and new release system requirements, by fall 1999.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Snapshot

CLASS		STATUS		RISK	
Utility		New		High	
Enhancement		On-going			
Frontier		Replace/Upgrade		Low	

Description

The Arizona Court Automation Project (ACAP) is the state deployed and supported court case and cash management application. The application, known as FACTS, is vendor-provided and at this time, ITD/AOC has assumed the responsibility for application modifications, fixes and enhancements as well as the support for the 140 sites and over 1300 court staff using the system..

The ACAP Rollout Project is considered an on-going effort and thus not prioritized separately by the Commission on Technology. The plans for this project include implementing the newly developed FACTS Probate module in the Pima Superior Court followed by full implementation throughout all the Pima Superior Court Divisions. Subsequently, FACTS will be implemented in the Pima Justice Court and the Maricopa Justice Court. These installations are scheduled to be completed by the end of FY 2002.

Existing Situation

With the rollout of FACTS release 5.4, there are over 1300 personal computers deployed to over 140 courts in more than 80 different locations. However, as a result of the work accomplished by the Large Volume Court Committee, FACTS has been enhanced to accommodate large transaction volumes. The Justice and Superior Courts in Pima County are now scheduled for implementation as is the Justice Court in Maricopa County.



JOLTS Software Project

Goals and Accomplishments

Project Goals

- Update the JOLTS Risk and Needs Assessment by December, 2000
- Implement ACJIS access to JOLTS Youth Index database by March, 2000.
- Implement automated data exchange with Arizona Department of Juvenile Corrections by August, 2000.
- Enhance JOLTS for collections functionality and reporting by June 2000.
- Complete the statewide roll-out of the juvenile photos in the JOLTS statewide youth index by adding Maricopa and Pima data by June, 2000.
- Provide laptop remote data entry and up- and download capability to field probation officers by June 2001.
- Complete planning and requirements specifications for next generation JOLTS (“Browser-based JOLTS”) by September, 2000.
- Upgrade AS/400 hardware and operating system by June, 2000.
- Complete programming and implementation of “Browser-based JOLTS” by 2002.
- Continue to enhance software per user-prioritized list to support *Justice 2002* initiatives.
- Improve the JOLTS user interface by October, 2000.
- Migrate JOLTS users from Outlook Express to the full Outlook client by August, 2000.
- Implement an operational JOLTS Data Warehouse by December, 2000.

Project Goals Achieved in Fiscal Year 2000

- Develop a GUI-based query and management reporting module for rural JOLTS by June, 2000.
- The Arizona Department of Corrections now has access to all three JOLTS systems.
- All JOLTS users have been migrated from SNA to TCP/IP.
- The pilot for migrating from Outlook Express to full Outlook client has begun at Apache County.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Snapshot

CLASS		STATUS		RISK	
Utility		New		High	
Enhancement		On-going			
Frontier		Replace/Upgrade		Low	

Description

The Juvenile On-Line Tracking System (JOLTS), an AS400 application, is used by all juvenile probation, detention and court staff. Centralized support is provided to the 13 rural counties and all counties participate in enhancement projects and provide electronic data to the JOLTS Youth Index and statistical database.

At this time, there are three versions of JOLTS: Maricopa, Pima, and Rural for the 13 rural counties. Planning and implementing a single version of JOLTS with latitude for local control, with a browser-based graphical user interface (GUI), and with object orientation is a major JOLTS goal. Several interim projects, however, are planned to enhance the existing JOLTS system.

JOLTS MAJOR INITIATIVES:

In fiscal year 2000, JOLTS staff will complete several projects requested by users which were delayed to allow for the Y2K project. They include adding some reporting capability for

collections and for management reporting. Also, JOLTS will be responding to several other criminal justice agencies requesting information. Many law enforcement agencies now have access to the Youth Index, and information from the Youth Index will also become available to ACJIS users. Total data exchange with the Department of Juvenile Corrections will be implemented by August, 2000.

A major strategic initiative for JOLTS is developing the next generation of software. JOLTS staff will be creating the plan and requirements documentation for "One JOLTS" (the next generation of JOLTS which will be a single browser-based, object-oriented version statewide). The documentation will contain the technical direction/migration path and a proof of concept plan. Staff will assess how the urban counties will move to a totally PC client/server environment. They will also assess the possibility of standardizing email and word processing among the 3 systems to, among other things, standardize electronic filing and documents management.

The next generation version of JOLTS will also be designed to receive and pass common data elements to the application systems of other criminal justice agencies as a part of the Criminal Justice Information Integration Project. The need for this has become important with the new legislation regarding juveniles under certain situations being tried as adults and the necessity for juvenile probation officers to more effectively receive Municipal and Justice Court information on cases involving juveniles.

In 2001 and 2002, most efforts will be directed at designing, programming, testing and implementing the new "One JOLTS" version.



Adult Probation Software Development and Rollout

Goals and Accomplishments

Project Goals

- Complete programming and deploy APETS/Palm Pilot version of APETS to 900 Maricopa Probation Officers by June 1, 2000.
- Continue the development and implementation of the Arizona Probation Enterprise Tracking System (APETS), completing the phase 2 enhanced applications by 2nd quarter, 2000.
- Begin deploying APETS to Pima County in 3rd quarter, 2000.
- Develop an electronic interface with TASC for drug testing per statute requirements. In FY2001.
- Complete phase 3 programming and complete implementation of application to rural counties by December 2001.
- Continue to support the legacy Probation Information Management System (PIMS 4.1) with training, user support, and limited modifications.
- Implement a funding plan for APETS, obtaining support from a minimum of 195 seats from a mix of counties.

Project Goals Achieved in Fiscal Year 2000

- Implement an APETS production system in the Maricopa Probation Department by December, 1999. Installation at the first site was accomplished at the end of 1999.
- Continue the development and implementation of the Arizona Probation Enterprise Tracking System (APETS), completing the phase 2 enhanced applications by 2nd quarter, 2000.
- Continue to support the legacy Probation Information Management System (PIMS 4.1) with training, user support, and limited modifications.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	1
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

Snapshot

CLASS		STATUS		RISK	
Utility	1	New	1	High	
Enhancement		On-going	1		
Frontier		Replace/Upgrade	1	Low	

Description

The Adult Probation Project involves two related projects. First, there is an effort to maintain an interim system, Probation Management Information System (PIMS) which is in place in the rural adult probation departments. PIMS is a PC-based adult probation tracking system. Although a legacy system with limited functionality, it provides small rural counties with an interim solution for data collection and tracking.

PIMS has been implemented in 14 counties. Its statewide tables are standardized and all systems have been upgraded to the newest database release. Several modifications and enhancements have strengthened it. Documentation, training materials and reporting have been developed. During FY 2000, continued support (hardware, software, network, and training) and limited enhancements will be available. Bi-annual Drug Enforcement Treatment Education Report Cards will be created.

The Arizona Probation Enterprise Tracking System (APETS) is being developed by a joint effort of AOC, Maricopa and Pima County personnel for statewide implementation. It will be done in phases. The first phase of core application programming is complete. During the 4th quarter of fiscal year 2000, final testing of the core application and the soon to be completed APETS/PALM module will occur. The APETS/PALM module, an adjunct to the APETS project, allows probation officers to download information from the database into their Palm

Pilot for use in the field, to record all field work (notes, visits, employment information, etc.) on the Palm Pilot and then upload this information back to the main database for automatic updating.

Maricopa County began their implementation in a gradual rollout in December, 1999. A single site's data was converted from the legacy system, PRINET. Then, support staff began the process of cleaning up the data by correcting invalid information and filling in omitted data. In the 1st quarter of calendar 2000, Maricopa completed the entire conversion and began cleaning and verifying all caseloads. As of March, 2000, over 39,000 probationers are being tracked by APETS.

Pima County will begin implementation early in FY 2001, followed shortly by one or two rural counties. These counties will be chosen based on AJIN connectivity capacity and the county's financial ability to implement.

Two electronic interface projects are planned. First, APETS will be building an electronic interface with TASC for processing urinalysis testing. This will automate a currently manual process of ordering such tests and receiving results. It is expected to streamline the process and produce more timely drug test results.

To enhance support of the APETS applications, the programming staff will be creating an automated interface to the problem tracking system, Remedy, operated by the Training and Automation Support Services Group. Application problems will automatically generate fully documented, detailed error reports as call records, providing both very accurate and rapid error reporting capabilities.



Central Public Access to Data

Goals and Accomplishments

Project Goals

- Develop a common data dictionary of data elements which will be available for remote electronic public access during FY 2001.
- Develop, policies, technical standards and architecture for remote electronic access, taking into account that Internet access tools and protocols are currently recommended during FY 2000.
- Provide remote electronic access to identified common data elements, currently expected to be via the Internet with standard Internet browser tools by June 30, 2001.

Project Goals Achieved in Fiscal Year 2000

The public access goals are dependent upon progress in other strategic projects.

- Deployed court forms and information to the Internet. See Virtual Self-Service Center Strategic Project 15.
- Completion of the Data Warehouse prototype pilot by June 30, 2000. See Data Warehouse Strategic Project 7.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	I
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Snapshot

CLASS		STATUS		RISK	
Utility		New	I	High	
Enhancement	I	On-going			
Frontier		Replace/Upgrade		Low	

Description

The Arizona Courts wish to make public access to court information available electronically. Protection of the production database from significant security or processing hits is an important consideration in the architecture designed to provide public access. Most courts in Arizona are using the ACAP case and cash management processing application. The project will leverage the data warehouse project, creating a web-based access to case and calendar information.

Existing situation

With the exception of Maricopa County Superior Court, requests for specific information on case and calendar is made via phone to court clerks. For the general public and the many businesses using court information, quick access via the Internet will provide a considerable service.

Description of technical and information environment.

Web-based technologies will be employed. This project will utilize the data warehouse as the source of data. Initial inquiries are planned to include calendar and case lookup by case number, type and court. Subsequently, the capability of online citation payment will be available to the public.



Electronic Document Management

Goals and Accomplishments

Project Goals

- Create a proposed standards and guidelines for electronic document management in FY 2001.
- Assist courts, on request, to create and issue requests for proposal for electronic document management, imaging and electronic filing systems that are compatible with adopted standards.
- Identify short and long term funding resources to support the project.
- Establish imaging and electronic filing pilot projects in selected courts during FY 2001 and 2002.
- In FY 2001-2002, enhance the ACAP case management system (FACTS) to recognize and manage electronic documents.

Project Goals Achieved in Fiscal Year 2000

- Conducted an electronic document management study. Consultants selected through RFP 99-02 to conduct a study of electronic document needs and develop guidelines and best practices documentation for the implementation of imaging and electronic filing.
- Finalized electronic filing court rules change and administrative requirements for electronic filing.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

Snapshot

CLASS		STATUS		RISK	
Utility		New	1	High	
Enhancement		On-going			
Frontier	1	Replace/Upgrade		Low	

Description

Electronic Document Management includes the processes and the environment where documents are created, stored, managed, located, retrieved and viewed electronically. Traditional media (paper) is replaced by electronic documents and records. Electronic documents are and will be used in the day-to-day business of the court by court staff, other justice-related agencies and the public.

It is generally made up of several different technologies which must be integrated, including imaging, electronic filing, faxing, workflow management, case management system applications, COLD, and database management.

The Judicial Department realizes that the needs and benefits of Electronic Document Management extend throughout the criminal justice system and will collaborate with other agencies to develop a model which satisfies Systemwide requirements as well as those of the Courts.

The current court strategy is to:

- Assist courts in developing alternatives to their records storage and paper case file routing/tracking challenges.
- Encourage electronic filing pilots and projects.
- Conduct an electronic filing study, and research and evaluate what's being done nationally.
- Develop documentation and state-level expertise to assist courts in selecting the best model for their environment while remaining non-proprietary and capable of storing and sharing documents between and among courts and with other government agencies, the legal community and litigants.



- Integrate electronically filed document standards with the newly developed standards for the electronic reproduction or imaging of court records.
- Create electronic filing standards.
- Create electronic document management standards.

The goals of the electronic filing project are to:

- Increase effectiveness of the Court and criminal justice system
- Reduce cost
- Improve service to the public
- Create electronic filing standards
- Study, coordinate and plan the transfer of case records electronically between courts
- Promote pilots and models in different courts



Currently, there are some pilot and experimental projects in Arizona courts using imaging and electronic document management systems. They include:

- Pima County Consolidated Justice Courts: Small Claims electronic filing, imaging of citations.
- Arizona Superior Court in Pima County: imaging
- Arizona Superior Court in Maricopa County: imaging pilot in probate
- Arizona Court of Appeals - Division 2 - Electronic Document Management System project: imaging, electronic filing/transfer of court records on appeals from Pima Superior; integration of imaging with appellate case system..

There is need for this initiative as well as a receptive environment. Because storage and paper-handling has reached a critical level, there is a realization of an urgent need in many courts. Both the public (especially the media) and Arizona Bar have expressed interest. A renewed vendor interest in the AZ market has caused some additional visibility. With the introduction of digital signature legislation in Arizona, the environment is beginning to exist to support electronic documents.

At this time, a model for electronic document management and for electronic filing has not been selected. Possible court strategies range from outsourcing nearly all services and document management to creating a statewide court developed, operated and maintained system..

Activities that must be undertaken include:

- Proposing changes to the Arizona Rules of Court to support electronic documents.
- Establishing standards and guidelines for electronic filing, and electronic document management.
- Establishing electronic document management models for different types of courts.

- Organizing resources - human, financial, expertise, etc. to support the initiative.
- Hiring consultants to assist in researching the variety of vendors, products and equipment available to support the initiative and to help courts in various electronic document projects.
- Identifying short and long term funding resources to support the project.
- Enhancing the ACAP case management system (FACTS) to recognize and manage electronic documents.
- Develop a model which can be deployed throughout the Judicial Branch.
- Identify and secure the funding necessary for deployment.

In addition to the technical tasks, we need to prepare the courts and the public for this paradigm shift from paper to electronic documents. Education of court staff, the legal community and the public will be necessary. A more structured document identification standard will have to be created.

In this fiscal year, with the assistance of consultants who are expert in the field of electronic document management, we have developed an organized plan of action to achieve this project's goals.

The benefits of electronic filing are considerable. The following is from the 2/23/98 draft Interim Technical Standards and Guidelines for Electronic Filing in the United States Courts published by the Office of Information Technology, Administrative Office of the United States Courts.

Courts, the bar, and the public potentially can achieve many benefits from electronic filing. One of the underlying assumptions is that most of the documents in the case file were originally created in electronic form by either the law office or the court. Following are some of the long-term advantages which motivate the replacement of paper case files with electronic case files:

1. Filer Savings. Filers benefit by reducing the costs of printing, copying, mailing, and courier service associated with filing paper documents. They also benefit from the various forms of enhanced access described below.

2. Space Savings. The storage space required to file documents could be substantially reduced by using electronic case files. To store one million pages of paper documents takes about 500 linear feet of shelf storage, or about 50 four-drawer file cabinets. Those million pages can be stored as electronic images in about 50 gigabytes, or the space of about a half a file drawer using magnetic disk technology (using six commercially available nine-gigabyte hard disks), and the commonly used CCITT Group 4 image compression format. Furthermore, if all documents were submitted in electronic text form instead of image form, the same million pages would require only 2.5 gigabytes, using less than half the space of a shoe box. Of course, not all documents submitted to a court consist of text alone; some contain pictures or drawings. Therefore, some combination of text and images will be required to support the need for pictures and diagrams as evidence and attachments to submissions.

3. Staff Time Savings. Paper handling accounts for a significant portion of the staff time spent processing documents, typically much more than data entry time. This paper handling includes opening mail, removing staples, sorting documents by case number, punching holes, fetching paper case files, inserting documents in the case file, and returning the files to the shelf. In addition, significant resources are required serving front counter and chambers case file requests that require retrieving, sometimes copying, and returning case files to and from shelf storage. The most costly staff effort, consuming hours of time, occurs when a document or case file is misfiled, or misplaced. The considerable staff effort involved in handling paper documents can be largely avoided when documents are submitted electronically. Data entry costs may also be reduced. Electronically submitted documents can include all the information necessary for docketing, thereby permitting the possibility of automating much of the docketing process, except for the final quality assurance step necessary to ensure the accuracy of submitted information. Well-defined standards for case management and document management data can describe how to present the case number, case type, court type, and court identification within the document. The document can include a court event description which specifies the kind of motion being filed or hearing requested. Other kinds of information which might be carried as data with the document include the names and roles of parties in the case, and references to related cases, both in the same court and in other courts. Related financial information (such as monetary claims) might also be described in detail in a data format (and transferred easily to a spreadsheet).

(Benefits: continued)

4. Enhanced Access. Electronically stored case files can provide simultaneous access to many users, as compared to the current situation of a single paper case file assigned sequentially on a first-come, first-served basis. Problems of missing files or documents can be reduced substantially, although perhaps not completely eliminated. Text-search tools allow access by content, so it becomes easy to revisit that one memorable phrase in a large document. Public access can also be enhanced. If the documents are mostly image and not text, remote access becomes more difficult or expensive because of the large file sizes, but it is possible using enhanced, high-speed communications services.

Citations to statutes or opinions can be carried as data within an “intelligent” document. If computer-aided legal research tools capable of interpreting legal citations embedded within an electronic document are integrated into electronic case files systems, readers could “click” on a citation embedded in a document and have the statute or case appear beside the original text. However, note that (by design) legal citations are a particularly stable document reference link; references to other external information sources may not be as stable (e.g., the referenced source may be later altered or even disappear) and such linkages should be avoided unless the long-term integrity of the referenced information can be ensured.

5. Enhanced Security and Integrity. Security for electronic documents can be substantially better than the current paper system. Several active authentication methods are available to ensure the identification of the filer, including login and password, and digital document signatures which mate the identity of a document and its content with its filer using encryption techniques. Electronic records can easily be duplicated for off-site storage, improved disaster recovery, and greater records security.

6. Document Management. A document management system (DMS) can track all data accesses and modifications. A DMS can keep prior versions of records and maintain an audit trail of the changes and who made them. It can roll back changes to show what the data looked like before it was changed. Audit trail and roll-back capability, combined with appropriate controls for data access and physical access to equipment, can provide a much higher level of security and integrity than what can be provided currently for paper case files.



Central Repository Data Warehouse

Goals and Accomplishments

Project Goals

- Complete the basic data warehouse prototype by including civil cases and consolidating all participating ACAP/FACTS courts' data by March 2000.
- Provide central warehouse database for public access via Internet in FY 2000-2001.
- Provide data to support justice integration project initiatives in FY 2000-2001.
- Support and enhance data warehouse as an on-going project in FY 2000-2002.
- Develop Dashboards to facilitate the use of the Data Warehouse
- Include probation data derived from APETS
- Add data not contained in ACAP

Project Goals Achieved in Fiscal Year 2000

- Completed the feasibility study on integrating Maricopa Superior Court's data into the central data warehouse in March, 2000.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	1
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

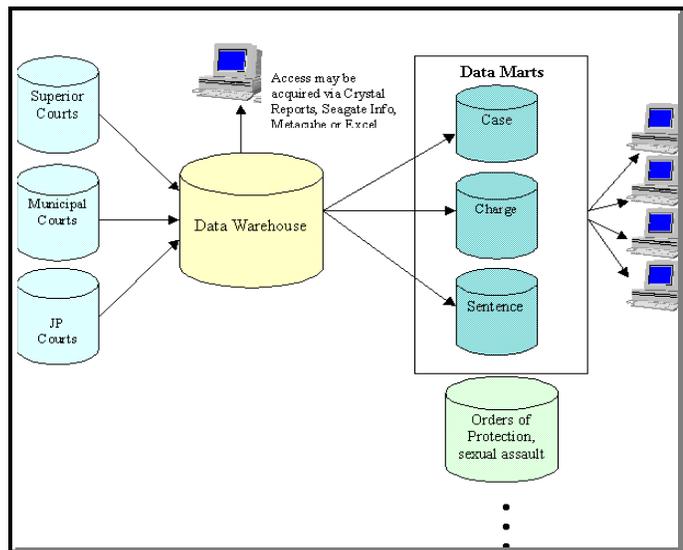
Snapshot

CLASS		STATUS		RISK	
Utility		New	1	High	
Enhancement		On-going			
Frontier	1	Replace/Upgrade		Low	

Description

The Data Warehouse Project will provide a central repository for court case information to allow the following:

- a centralized case and person look-up capability for court personnel.
- the data collection mechanism for the publically accessible court and calendar information via the Internet.
- the data collection mechanism for the statistical database needed to respond to both executive and legislative requests for statistical information about court activity.



The business goals to be met by implementing data warehouse solution in the courts are:

- ! Establish definitions of statistical terms, calculations, and reporting requirements for data from courts at all levels.
- ! Improve information access and communication from and to the judicial functions.
- ! Improve efficiency and effectiveness in the business functions of court operations.
- ! Improve efficiency and effectiveness in courts' communications among themselves and with other justice and law-enforcement agencies.

Phase 1: Data Warehouse Project with enhanced civil case data proposed for phase 2.

The benefits that will accrue to the courts upon implementation are the following:

- ! Improved quality of service to the public by providing other government agencies, such as DES and DOR, with more accessible electronic information to improve and support their processes.
- ! Improved centralized access to information, such as criminal history, orders of protection, domestic violence, etc. for law enforcement.
- ! Improved electronic integration with the legal community and other justice-related departments and agencies.
- ! Improved quality and quantity of data available to the AOC for analysis and research.
- ! Improved customer service by providing higher quality of data and case management and greater public access to information.

Existing Situation

Reporting from Appellate, Limited and General Jurisdiction courts consists of both manual and automated reports. The monthly statistical reporting from both Limited and General Jurisdiction courts has been automated. Other reports are still manual processes, such as Quarterly Revenue and a variety of reports on personnel and case information. Current reporting is in aggregate numbers. There is no current automated method for collecting and integrating case activity information for efficient analysis and management decision-making.

The Commission on Technology along with two other committees of the Arizona Judicial council (The Limited Jurisdiction Committee and The Superior Court committee) have jointly requested that a database be established with standard statistics. Over the last several years, the Limited and Superior Committees have been working to establish common data definitions across all courts. This task and a draft of their respective data dictionaries have been completed. Now, the Data Warehouse has been constructed and implemented and is be populated with data from most of the local courts. The technical challenge has largely been achieved and now the focus will be to include data from all the entities in the Judicial Department.

Description of Proposed Changes and Objectives

The Arizona Court Automation Project (ACAP) will be the core application providing information to the statistical database. Over 140 courts will be using the software when design of the data warehousing functions are completed.

Therefore, with nearly all Arizona Courts using the same software, the collection and "warehousing" of case and calendar data will be primarily from a single integrated system. The database of each court is secured and protected from unauthorized access and this must remain intact. Therefore, the data warehousing concept provides a centralized copy of selected case

information - a sort of index to the actual data residing on the several physical systems centrally located in Phoenix. The index will contain the commonly required information regarding a case and not be an entire copy of courts' respective data; redacting of confidential information (victim addresses, credit card numbers on payments, etc.) in the central case index will not be necessary since no confidential information will be included.

Preliminary user requirements sessions were held to determine the information that judges and other court personnel would like to have available. Statistical reporting data as well as other aggregates have been built into the data warehouse infrastructure to support other required analysis and planning. With additional research to determine additional needs of the public, the requirements of new federal legislation for such things as a domestic violence index, and the local and state law enforcement needs, the AOC can enhance the integrated data warehouse.

A data integration study will be performed as a part of a statewide effort towards justice integration to further refine the design for future phases. This study will focus on the kinds of information that agencies outside the courts might require.

The Data Warehousing Project establishes a central data repository which provides multiple databases for specific subject-oriented business requirements. This repository will eventually provide remote electronic public access and may be the source for electronic sharing of information with other local and state agencies. The court also envisions using this as a central validation and verification point for electronic filings when that project begins.

The goals of the project include:

- Build a scalable, flexible foundation architecture that allows for future growth
- Enable quick responses to ad hoc queries
- Increase analysis capabilities of court business
- Integrate all courts data participating in the Arizona Court Automation Project
- Integrate both civil and criminal data
- Facilitate the justice integration project's need for data

Description of Proposed Technology

The current ACAP application is deployed on client/server architecture on UNIX based hardware. They are primarily centrally located servers with access via the Arizona Judicial Information Network, a frame relay network. This network also has access to the Internet.

A centrally maintained and supported UNIX system is the platform used for housing the central data repository. A mechanism for automating incremental data loads from the individual court databases has been designed and coded. On-going customer interviews are planned for

determining the required data needed for the central repository for improving the timeliness and availability of judicial information.

Research into other court systems suggest that completion of the data warehouse project and the browser enabled access could cost up to \$5 million over the next three to five years.



Judicial Network

Goals and Accomplishments

Project Goals

- Continue to build the AJIN Intranet Web site to support better communications and efficiency and to reduce paper use.
- Educate users on the Arizona Judicial Information Network at available, existing educational forums about using the Intranet.
- Develop marketing and educational materials for court staff who will be accessing the Judicial Intranet.
- Continue to increase the capacity of AJIN in all counties in order to meet present and future communication requirements.
- Collaborate with the state level effort to develop a unified Arizona data communications network capable of meeting the data communications needs of all Arizona state agencies.
- Include Adult Probation sites throughout the State in AJIN.

Project Goals Achieved in Fiscal Year 2000

- Implemented Judicial Intranet for Administrative Office of the Courts with sites for each internal division and department.
- Implemented access to the Judicial Intranet for courts on the Arizona Judicial Information Network (AJIN). Established multiple project and court information sites.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Snapshot

CLASS		STATUS		RISK	
Utility		New		High	
Enhancement		On-going		Low	
Frontier		Replace/Upgrade			

Description

The Arizona Judicial Information Network (AJIN) has been established as the means by which data can be exchanged within and between counties and state level agencies. As the statewide strategic applications have been deployed, the capacity needs placed upon AJIN have risen considerably. Thus additional investment must be made in AJIN as long as it is to be the Judicial Department's network. Plans for this fiscal year include adding capacity in those areas now experiencing less than needed service and adding Adult Probation sites throughout the State.

As a sub-project of the AJIN, the Judicial Intranet Project has established an information exchange and dissemination capability throughout the courts in the Arizona Judicial Information Network. The Judiciary will leverage Internet technology to distribute information and documents to courts and provide expanded communication capabilities.

The business goals to be met by implementing the Judicial Intranet for the courts are:

- Improve information access and communication from and to the judicial functions.
- Improve efficiency and effectiveness in courts' communications among themselves and with other justice and law-enforcement agencies.

The benefits that will accrue to the courts upon implementation are the following:

- Reduced cost by reducing the paper and postage costs of intra-court communications.
- Improved responsiveness and productivity of court staff.
- Improved rural court productivity by providing them with the same level of technology afforded the large metropolitan courts.
- Improved quality of support staff customer service.

Existing Situation

Currently, dissemination of court information is primarily manual. Daily, the Administrative Office of the Court mails out considerable amounts of correspondence and documentation to courts. This project, in conjunction with the Email Project discussed elsewhere, will allow dissemination of documents electronically, saving postage and paper. Since the documents will be available for access on-line and, since all court employees will have the necessary access software, in most cases there will no longer be the need for printing any documents.

Further, meetings are generally in-person, necessitating significant travel by court personnel throughout the state. With the introduction of news group and chat group software, along with selected sites being wired for video, meetings can occur via the Judicial Intranet.

With the completion of the ACAP rollout which included providing court users with both email and browser software, the AJIN Intranet will be available to the majority of court users. Because of the upgrade to the courts' network in FY 1999, AJIN is 100% TCP/IP.

Description of Proposed Changes and Objectives

Now that the roll out is complete, this project will become one of on-going maintenance and support. The Administrative Office of the Court will staff the Webmaster position to manage a web server. Information contained on the various Judicial Intranet pages will be maintained through the by the various projects, programs and divisions, as needed. Training of staff in web use and web page publishing will be a primary goal of FY 2000.

The summary-level tasks associated with completing this project include:

- Continue to monitor AJIN system performance and identify areas in which capacity must be added.
- Develop education and promotion programs for courts on use of Judicial Intranet.
- Post all information to the Web server and reduce the distribution of paper whenever possible.
- Provide statewide education and marketing programs to court staff on use of the Judicial Intranet.
- Develop and promote forums for common interest groups.

Description of the Technology

This AJIN Intranet Project is integrated with a related project, the Email Project. At the same time that Email is being provided, we are also providing access to the Internet, thus leveraging

the investment in Internet technology and solutions to provide for better communications between courts and with the justice community and other government agencies.

The participating courts use the selected Internet browser to access the information and communications applications provided on the Judicial Intranet. The server is within the Arizona Judicial Information Network and the existing firewall, provided for in another project and provides the required security. All 140 courts have been implemented as of January 1, 2000.

TCP/IP is the standard for communications over the Arizona Judicial Information Network (AJIN). Related JOLTS activity made that segment of court users compliant, migrating them from SNA. Existing ACAP devices are TCP/IP. No change to basic infrastructure architecture has been required for the deployment of the Judicial Intranet.



Email Everywhere

Goals and Accomplishments

Project Goals

- Migrate JOLTS and ACAP users from Outlook Express to Outlook.
- Explore directory services solutions and provide an integrated judicial directory during FY 2001.
- Deploy email to rural Adult Probation offices through 2001.

Project Goals Achieved in Fiscal Year 2000

- Implemented Outlook Express in the remaining 100 ACAP courts by December, 1999.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Snapshot

CLASS		STATUS		RISK	
Utility		New		High	
Enhancement		On-going			
Frontier		Replace/Upgrade		Low	

Description

The Judiciary's Email project provides Email capability and connectivity to all courts on the Arizona Judicial Information Network and to the justice community at large through the Internet. The implementation of email has been phased.

The architecture that has been deployed is the same as the one in use at the Supreme Court and the Administrative Office of the Courts, serving nearly 300 users. The state level resources, therefore, have acquired an expertise in the technology and has been able to easily configure and support the statewide email for the courts.

The business goals met by implementing an Email solution in the courts are:

- Improve information access and communication from and to the judicial functions.
- Encourage projects which utilize technology to increase accessibility to the courts, improve court efficiency, and improve court management.
- Improve efficiency and effectiveness in courts' communications among themselves and with other justice and law-enforcement agencies.
- Establish technical standards which shall be used in all court automation projects, including communication standards.

The benefits that accrued to the courts upon implementation were the following:

- Reduced cost by reducing the paper and postage costs of intra-court communications.
- Improved rural court productivity by providing them with the same level of technology afforded the large metropolitan courts.
- Improved customer service by providing higher quality of data and case management and greater public access to information.
 - Improved responsiveness and productivity of court staff.
 - Increased effectiveness of support by automating tracking, distribution, and other routine tasks.
- Reduced risks in and complexity of systems development by reducing the number of systems and protocols needing support.
- Reduced training and support resources required by standardizing the applications software deployed.



Description of Existing Situation

With the deployment of email to the Judicial Branch courts, we have Email inter-connectivity across the Judiciary in all sites except Adult Probation. They are scheduled to receive this during FY 2000-2001.

Description of Project Changes and Objectives

The summary-level tasks associated with this project include:

- Provide a basic Email system on AJIN.
- Develop training materials.
- Develop installation and implementation schedule.
- Distribute and install browser software.
- Train local area trainers from courts on Email and software.
- Establish mail accounts as training acknowledgments received.
- Deploy a Judicial Email directory with distributed update capability.

Description of Project Technology

This project is integrated with a related project, the Judicial Intranet Project. At the same time that Email is being provided, we are also providing access to the Internet, thus leveraging the investment in Internet technology and solutions to provide for better communications between courts and with the justice community and other government agencies.



Justice Integration

Goals and Accomplishments

Project Goals

- Continue architecture study and develop recommendations with participating agencies during FY 2000.
- Collaborate in statewide efforts towards justice integration.
- Complete ACAP's MVD electronic reporting development and implementation.
- Complete the ACAP/FACTS's enhancements for electronic reporting of dispositions to Department of Public Safety.
- Identify and develop electronic data exchanges and/or interfaces between/among court information systems and major court stakeholders.

Project Goals Achieved in Fiscal Year 2000

- Integrate the ACAP/FACTS application with the Tax Intercept Program.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	1
Improve information access and communication from and to the judicial functions.	1
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

Snapshot

CLASS		STATUS		RISK	
Utility		New	1	High	
Enhancement		On-going			
Frontier	1	Replace/Upgrade		Low	

Description

The Justice Integration Project is a long term undertaking to facilitate data integration horizontally and vertically within the Judicial Department and the justice community. It was designated as the highest priority statewide strategic project by the Commission on Technology at its March, 2000 workshop. This need and urgency reflects the understanding that for the Courts and the criminal justice system as a whole to operate more effectively, data must pass in a more timely and accurately manner. Electronic pathways between agency applications are the key to meeting this goal. What is proposed is the design, development and implementation of an integration model which is transportable to counties and state level agencies. This model will enable the sharing of common data elements (those used in the applications of more than one criminal justice agency) between the various levels of the Courts, the county level criminal justice agencies, the county administrative applications (business related data) and the State level agencies which have a requirement to store the results of the criminal justice process (case disposition data). There will be significant benefits to be derived by the elimination of redundant data entry and the timely passing of information. The present requirement for the movement of forms as the mechanism for passing data will be greatly reduced. The Electronic Document Management project will also greatly reduce the dependency on paper documents.

To-date, the AOC, in discussions with Arizona Criminal Justice Commission, has noted that there are several independent efforts at integration in progress. The Judiciary would like to encourage state level cooperative efforts to define one statewide architecture to support and guide integration efforts.

The Judicial Department’s vision is an architecture that provides each entity the flexibility to choose and maintain its own systems which integrate through common repository(s), interfaces and messaging standards. This model will allow an evolution of state agency systems from their current isolated state to seamless data sharing and ultimately to workflow integration.

Identifying a technical architecture is the first step in creating a roadmap for realizing this vision of integrating all criminal justice data.

During fiscal year 1999, additional study and focus on integration was achieved. Several meetings were held with the participation of Government Information Technology Agency, Arizona Criminal Justice Commission, Department of Corrections, Department of Public Safety, Maricopa County (County Attorney, County Sheriff, Superior Court, County Information Technology Department), City of Phoenix, City of Tucson, City of Tempe and others. Technical architectures and approaches were discussed. Issues, such as security requirements, have been identified and subcommittees assigned to address them further.

Funding is required for this project. The Judiciary will be working with ACJC and developing grant requests for federal and state level monies that may be available.

In Fiscal Year 2000, the AOC will facilitate an existing integration effort in Coconino County. The county agencies are cooperating and assembling the support and resources needed for this effort. It is anticipated that data sharing between the ACAP/FACTS system and the newly acquired County Attorney system will be the pilot "proof of concept" project for local level integration. Along with the statewide Data Warehouse Project which will provide query ability into court data, the courts expect to make significant progress in data sharing and justice system integration in the three to five years. It is a long range project and the courts have determined that the greatest cost/benefit arises from local agency integration first.



Automation Training and Support Services

Goals and Accomplishments

Project Goals

- Pilot use of the distributed system management system in ACAP by June, 2000.
- Establish a consolidated Automation Support Services unit in the 3rd quarter, FY 2000.
- Establish rural field support in FY 2001.
- Pursue funding required to deploy at least two field support technicians.
- Develop a plan for the structure and functions of Automation Support Services by September, FY 2000.
- Identify and acquire the software tools to be used for remote control and diagnostics by 2nd quarter, FY 2001.
- Implement remote control and diagnostics services by 3rd quarter, 2001
- Consolidate and manage all asset information utilizing the Remedy Action Request System by 4th quarter, FY 2001
- Continue to provide support center for phone assistance to users.

IT Strategic Automation Goals Supported

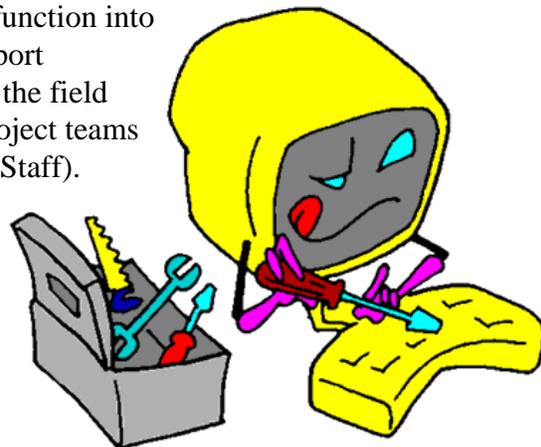
Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	1
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

Snapshot

CLASS		STATUS		RISK	
Utility	I	New		High	
Enhancement		On-going	I		
Frontier		Replace/Upgrade	I	Low	

Description

As the number of implemented statewide applications has increased, so too has the requirement for effective field support. Heretofore, ITD/AOC has utilized a separate team for each application to address user post-implementation support needs. Since most counties utilize more than one statewide application, it often occurred that more than one support staff member would travel to a county at or near the same time. Therefore, in order to reduce staff travel and to be able to address multiple problems and requests for assistance in a more timely manner, ITD has consolidated this support function into a new group named Training and Automation Support Services (TASS). This group will not only include the field support staff formerly located in the application project teams but also the Central Support Team (the Help Desk Staff).



The goals established for Training and Automation Support Services reflect the desire to provide centrally located as well as remotely stationed field support. For the centrally supplied functions it will be necessary to acquire the software tools required for the remote control and diagnostics of user located hardware and software. Once implemented, this software will enable the amount of support staff travel reduced by a significant amount and the provision of more timely response to problems being experienced by the users.

Because this group is central to resolving problems experienced by the users of the statewide applications, it has first hand knowledge of the areas in which they need a further understanding. Therefore, it will also be responsible for providing training strategies and programs. The users have identified this as a very high priority as often local training resources are limited and the effective training of new court staff is critical to on-going court operations. As a part of new applications being implemented, TASS will collaborate with the responsible software development teams to construct the required user and Help Desk training courses. TASS will

also develop training tools on targeted topics which may involve the preparation of training videos and conducting regional technology fairs.

To satisfy the need for on-site assistance, ITD/AOC will deploy field technicians in both northern and southern Arizona to provide more immediate on-site support. These technicians would perform troubleshooting of both hardware and software problems not resolved by the centrally located support and will assist users in their attempts to better utilize the automated systems. Assistance in creating specialized management reports is an example of such improved utilization. Funding has not been allocated for this at this time and so deployment of distributed field support is delayed until FY 2001. However, with the introduction of leased PCs, the Judiciary has contracted with the vendor to provide on-site field support for the hardware. This will considerably reduce the staff resources required to visit courts to address technical desktop problems. That staff can be used to support the business needs of and provide enhancements to the court users. In addition, this effort will include assisting counties in hiring their own in-house automation support staff which will be trained by TASS. Many counties have expressed a desire to become more self-sufficient in utilizing the statewide applications but need financial and political support to accomplish this objective.

Distributed System Management is part of the funded ACAP Support effort. Distribution of that product as part of the "image" delivered to courts in the new release of FACTS will include the System Management Server, a Microsoft product that the Judiciary has selected to do its distributed system management.

SMS will establish the capability to remotely manage the systems distributed in a variety of locations in Arizona. SMS will address two areas of remote management. First, it will establish processes, procedures and automated solutions to poll, analyze and report on systems' status, providing alerts to both existing and pending problems as well as an inventory of software on the system. Second, it will provide for the automated distribution of both application and system software.

The overall business goals addressed by acquiring such an automated solution is:

- ! Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.
- ! Establish technical standards which shall be used in all court automation projects, including communication standards.

We expect that the following measurable results will benefit the courts:

- ! Increased effectiveness of support by automating tracking, distribution, and other routine tasks.

- ! Reduced training and support resources required by standardizing the applications software, systems software, and hardware deployed.
- ! Increased efficiency, accuracy and effectiveness of support by developing and documenting processes and procedures.



Data and Network Security

Goals and Accomplishments

Project Goals:

- Develop a comprehensive Disaster Recovery Program for the AOC/ITD supported applications by the end of FY 2001.

Project Goals Achieved in Fiscal Year 2000:

- Complete cost/benefit analysis of hot site pilot test.
- Complete redundancy project on network.
- Develop a plan for each county to enable court application users to connect to the county network as well as AJIN without jeopardizing the security of either network.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	I
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Snapshot

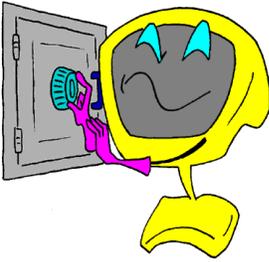
CLASS		STATUS		RISK	
Utility	I	New		High	
Enhancement		On-going	I		
Frontier		Replace/Upgrade	I	Low	

Description

The Judiciary has established the Arizona Judicial Information Network (AJIN). Its reliability and security is of primary importance. As a result, a firewall (with backup) has been installed between AJIN and our Internet provider (DOA). It prevents attacks from the Internet and it protects our internal IP addresses from the outside sites visited by AJIN users. Further, guidelines that will govern security system management have and are being formulated.

We are currently in a joint project with DOA to refine VPDN (Virtual Private Dial-up Networking). This technology will enable telecommuters to access email and applications via the Internet. We are experimenting with CISCO Extra Net Client technology.

The focus of this project has now evolved because of the accomplishments achieved in the last two years, AJIN is a very secure network today. The necessary firewalls, redundancy and systems management documentation have resulted in high network availability for the users throughout the state. The next area to be addressed is that of technical recovery should a disaster of any kind strike. AOC/ITD retained the services of a consultant who specializes in Disaster Recovery planning and a Business Impact Analysis (BIA) was completed which will be the foundation upon which a statewide Disaster Recovery Program is constructed. As stated in the report "The Business Impact Analysis will allow the organization to appropriately allocate its Recovery Planning efforts in a way that ensures the timely reestablishment of the most critical computer systems following a disaster". The BIA contains a list of Critical Applications, a matrix of the present status of the possible failure points, and an analysis of recovery costs and recovery actions. AOC/ITD has begun to address the recommendations contained in the Business Impact Analysis and will continue to do so over the next two years until the Disaster Recovery Program is complete.





Virtual Self-Service Center

Goals and Accomplishments

Project Goals:

- Continue to perform marketing to inform the public of this new service from the Judicial Department.
- Continue to deploy PC's, as requested, in selected courts to provide public access terminals to the virtual self-service center.
- Continue to build forms availability for the public, especially those that are interactive by June, 2000.
- Continue to deploy PC's to courts to enhance public access to the virtual self-service center.
- Sustain the support, training and marketing efforts.
- Develop automated scripts that provide the public with assistance in the selection and completion of court forms in FY 2001.

Project Goals Achieved in Fiscal Year 2000:

- Have deployed 10 public access PCs in Superior Courts statewide for access to the Judiciary's Internet Self-Service center.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

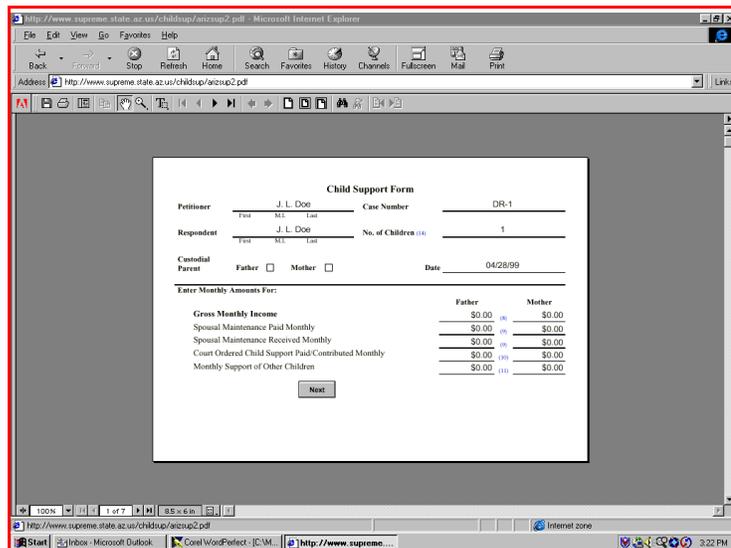
Snapshot

CLASS		STATUS		RISK	
Utility		New		High	
Enhancement		On-going		Low	
Frontier		Replace/Upgrade			

Description

The Court Services Division of the Administrative Office of the Courts has undertaken to provide a web-enabled virtual self-service center for court forms. This is in response to Chief Justice Zlaket’s *Justice 2002* initiatives to make courts more accessible to the public.

The web-based virtual service center will provide common court forms on-line and lead users through the process of filling out the forms and printing them. It is planned that this application be deployed on the Judicial Department’s web page. Access is via the Internet. Simultaneously, the project will deploy PC’s in many court sites across Arizona in order to make public access devices available to court users.



Child Support Calculator Web Page

Standard web-based technologies are used for this project. The Adobe Acrobat product was selected as the development tool for the Child Support Calculator. Continued development uses both Adobe Acrobat’s portable document format together with HTML forms to continue development of the virtual self-service center.

At such time as electronic filing is implemented in courts, the ability to submit forms electronically to the court will be an enhancement.



Technical Training

Goals and Accomplishments

Project Goals

- Provide Information Technology staff supporting Judicial Department processing with opportunities for training on statewide software and technologies.
- Work with the Technical Advisory Council to identify subject areas for technical training.
- Offer a session for court technology staff in Extensible Markup Language (XML) with a focus on the nationally developed specification for courts for electronic filing.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	1
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	1

Snapshot

CLASS		STATUS		RISK	
Utility	1	New		High	
Enhancement		On-going	1		
Frontier		Replace/Upgrade		Low	

Description

The Technical Advisory Council, a subcommittee of the Commission on Technology, recommended that Information Technology staff throughout Arizona needed to be provided training on the basic software and hardware products in use by the Judicial Department. The Judiciary can leverage limited funding for training by offering centralized vendor classes. The Commission on Technology agreed and provided up to \$100,000.00 for technical training annually.

The training sessions will be identified and arranged through TAC as the need arises. Among the products for which statewide training is anticipated are: NT server administration (the operating system of our Internet/Intranet servers), web authoring tools, HTML/XML, Java Script, Active Server Pages, Informix (the database of the ACAP software application), JAM (the fourth generation programming language used by the vendor for developing the ACAP software), PowerBuilder (the programming tool used for the Appellate Software development project, DCATS, TIP, and new internal development at the Administrative Office of the Courts), imaging technologies, electronic document management technologies, data warehousing concepts and software applications, and data integration architectures and products.



Video Conferencing

Goals and Accomplishments

Project Goals

- Maintain training materials for site coordinators.
- Publicize the conferencing capabilities and place a video conferencing schedule on the Internet.
- Support the adoption of statewide video conferencing standards.
- Support the effort to modify Court Rules to provide for greater use of video conferencing in a variety of court proceedings.



IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	I
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Snapshot

CLASS		STATUS		RISK	
Utility		New		High	
Enhancement	I	On-going	I	Low	I
Frontier		Replace/Upgrade			

Description

This project is providing video conferencing capabilities to three court sites (Phoenix, Flagstaff and Tucson). Its purpose is to reduce the travel demand and facilitate communications. The video conferencing system has been installed in three conference rooms at the Administrative Office of the Courts, in a conference room in Tucson at the Court of Appeals, Division 2, and in Flagstaff at the Flagstaff Municipal Court . It operates on standard H320 protocols.

Other courts and local county agencies are also acquiring video conferencing capability and the court expects to extend this capability during FY 2001. This also includes working with Court Rules process to allow greater use of this technology in a variety of court settings.



Appellamation Software Project

Goals and Accomplishments

Project Goals:

- Design, develop and implement an case tracking and reporting system for the appellate courts within the Judicial Department.

Project Goals Accomplished in FY 2000:

- The development and testing of the system is complete and it is now implemented successfully in the Supreme Court.

IT Strategic Automation Goals Supported

Commission on Technology / IT Statewide Automation Goals	
Provide a stable, reliable, functionally rich, extensible, interoperable base of business automation and infrastructure.	
Improve information access and communication from and to the judicial functions.	
Investigate and invest in technology solutions which improve judicial efficiency and effectiveness in handling growing case loads.	

Snapshot

CLASS		STATUS		RISK	
Utility		New		High	
Enhancement		On-going			
Frontier		Replace/Upgrade		Low	

Description

The Appellamation Project began in 1997 as a joint effort between ITD/AOC and Progressive Systems, Inc. (PSI). The goal of the project was to build a comprehensive automated system which met the unique case tracking and reporting requirements of the appellate courts. The system was to utilize modern client/server technology and be capable of integration with lower court applications.

In 1999, ITD/AOC assumed full responsibility for the completion of the system and its deployment. At the present time, the application has been implemented successfully in the Supreme Court. By the end of calendar year 2000, the Court of Appeals will be assessing the suitability of the Appellamation functionality to meet its needs.

APPENDIX - A

HARDWARE ENVIRONMENT

APPENDIX - A

HARDWARE ENVIRONMENT

The Arizona Judicial Department has a very diverse mix of hardware reflecting the various projects and programs that have evolved and applications that have been acquired and/or developed over the last several years. Note that the items listed here are generally supported centrally as a statewide project; individual courts may have additional hardware and/or software beyond these items; that equipment would be listed on the individual court's inventory of judicial equipment and is not listed here.

DESKTOP ENVIRONMENT

PCs are primarily deployed as the desktop device. With the new leasing contract, the PC model ordered will be at least as current as the model orders placed in June, 1999. That PC model is:

- Pentium III 500 Compaq
- 64 MB memory
- 6.4 GB hard drive
- CD-ROM
- 3 ½ " disk drive
- 10/100 ethernet network card

SERVER ENVIRONMENT

<u>AS/400 Environment</u>			
<u>Device</u>	<u>AOCOSC</u>	<u>AOCDEV</u>	<u>AOCTRAN</u>
<u>Make/Model</u>	<u>IBM 9406-F45</u>	<u>IBM 9406-500</u>	<u>IBM 9401-150</u>
<u>Operating System</u>	<u>OS/400 3R2MO</u>	<u>OS/400 3R7MO</u>	<u>OS/400 4R2MO</u>
<u>Memory</u>	<u>81.92 MB</u>	<u>196.608 MB</u>	<u>196.608 MB</u>
<u>Disk / Raid</u>	<u>21.44 GB</u>	<u>16.09 GB</u>	<u>14.55 GB</u>
<u>Applications</u>	<u>New World Accounting; Weekly Exception Time Reporting; Grant Tracking; Judicial Certification Tracking; Questview 7.2; Office Vision</u>	<u>Test and development; RPG; COBOL; CL; AS/400 Work Management</u>	<u>AS/400 applications training; primarily JOLTS training.</u>

<u>AS/400 Environment (continued)</u>			
<u>Device</u>	<u>JLT400</u>	<u>LAW400</u>	<u>YUM400</u>
<u>Make/Model</u>	<u>IBM 9406-519</u>	<u>IBM 9406-170</u>	<u>IBM 9406-500</u>
<u>Operating System</u>	<u>OS/400 3R7MO</u>	<u>OS/400 4R2MO</u>	<u>OS/400 3R7MO</u>
<u>Memory</u>	<u>393.216 MB</u>	<u>64.0 MB</u>	<u>196.608 MB</u>
<u>Disk / Raid</u>	<u>63.89 GB</u>	<u>8.0 GB</u>	<u>14.55 GB</u>
<u>Applications</u>	<u>rural county JOLTS; Defensive Driving; JTX; Questview 6.2; Message Plus 5.3; CMS 6.0</u>	<u>DPS inquiry JOLTS database</u>	<u>JOLTS; Questview 8.2</u>

RS/6000 ENVIRONMENT (CENTRAL SITE)						
Device	RS-ACAP	RS-AOC	RS-C1	RS-C2	RS-C3	RS-C4
Make/Model	<u>IBM 7013, J40</u>	<u>IBM 7013, J40 4-way</u>	<u>IBM 7017, S70 8-way</u>	<u>IBM 7017, S70 8-way</u>	<u>IBM 7012, G40 2-way</u>	<u>IBM 7017, S7A 8-way</u>
Operating System	<u>AIX 4.2.1</u>	<u>AIX 4.1.5</u>	<u>AIX 4.3.2</u>	<u>AIX 4.3.2</u>	<u>AIX 4.3.2</u>	<u>AIX 4.3.2</u>
Memory	<u>512 MB</u>	<u>512 MB</u>	<u>2 GB</u>	<u>2 GB</u>	<u>512 MB</u>	<u>4 GB</u>
Disk / Raid	<u>25.8 GB</u>	<u>3.2 GB / 12.3 GB</u>	<u>25.8 GB / 108.3 GB</u>	<u>25.8 GB / 108.3 GB</u>	<u>4.5 GB / 12.3 GB</u>	<u>4.5 GB / 208.4 GB</u>
Applications	<u>FACTS for Phase II Courts</u>	<u>FACTS for Apache, Graham, Greenlee, No. Gila And DCATS</u>	<u>FACTS for South LATA Courts</u>	<u>APETS Adult Probation</u>	<u>This will be the new RS-TEST Server</u>	<u>FACTS for North LATA Courts</u>

RS/6000 ENVIRONMENT (CENTRAL SITE)						
Device	RS-C5	RS-C6	RS-C7	RS-C8	RS-TEST	RS-T1
Make/Model	<u>IBM 7017, S7A 4-way</u>	<u>IBM 7026, H50 2-way</u>	<u>IBM 7012, G40 4-way</u>	<u>IBM 7024, E30 1-way</u>	<u>IBM 7009, C20 1-way</u>	<u>IBM 7248, 132 1-way</u>
Operating System	<u>AIX 4.3.2</u>	<u>AIX 4.3.2</u>	<u>AIX 4.3.2</u>	<u>AIX 4.3.2</u>	<u>AIX 4.1.5</u>	<u>AIX 4.1.4</u>
Memory	<u>2 GB</u>	<u>512 MB</u>	<u>512 MB</u>	<u>310 GB</u>	<u>256 MB</u>	<u>128 MB</u>
Disk / Raid	<u>9 GB / 72 GB</u>	<u>26.1 GB</u>	<u>4.5 GB / 12.3</u>	<u>11 GB</u>	<u>4.4 GB</u>	<u>2 GB</u>
Applications	<u>Court Data Warehouse</u>	<u>ADSM Server</u>	<u>FACTS Conversion Server</u>	<u>MVD Server</u>	<u>Testing software releases; development of statistical reporting</u>	<u>FACTS offsite training</u>

RS/6000 ENVIRONMENT (CENTRAL SITE)						
Device	RS-T3	RS-T5	RS-YAV			
Make/Model	<u>IBM 7248, 132 1-way</u>	<u>IBM 7009, C20 1-way</u>	<u>IBM 7013, J50 4-way</u>			

RS/6000 ENVIRONMENT (CENTRAL SITE)						
Device	RS-T3	RS-T5	RS-YAV			
Operating System	<u>AIX 4.1.4</u>	<u>AIX 4.1.4</u>	<u>AIX 4.2.1</u>			
Memory	<u>128 MB</u>	<u>128 MB</u>	<u>2 GB</u>			
Disk / Raid	<u>2 GB</u>	<u>6.6 GB</u>	<u>8.6 GB / 34.4 GB</u>			
Applications	<u>FACTS offsite training</u>	<u>FACTS for in house training and testing</u>	<u>FACTS for Yavapai and Yuma Courts</u>			

DIGITAL EQUIPMENT ENVIRONMENT					
Device	Alpha-1	Alpha-2	Alpha-3	Vax-1	Alpha-4
Make/Model	<u>Alpha Server 2100 5/250</u>	<u>Alpha Server 4100 5/533</u>	<u>DEC 3600</u>	<u>Digital 48DBM</u>	<u>CPW XP1000</u>
Operating System	<u>Open VMS AXP 7.1</u>	<u>Tru64 Unix 4.0D</u>	<u>OSF/1 3.2c</u>	<u>Open VMS VAX 5.5-2</u>	<u>Tru64 Unix 4.0F</u>
Memory	<u>384 MB</u>	<u>2 GB</u>	<u>512 MB</u>	<u>64 MB</u>	<u>1GB</u>
Disk / Raid	<u>30.1 GB / 23.8 GB</u>	<u>51.6 GB/ 21.5 GB</u>	<u>9.5 GB</u>	<u>6.8GB</u>	<u>13.3 GB</u>
Applications	<u>Supreme Court Case Mgt. System; Division 1 Case Mgt. System; file & print server</u>	<u>Appel- lamation (SC & CofA software) production</u>	<u>Developmen t and test - being retired.</u>	<u>SC Opinions and opinion access dialup; CofA-1 case mgt. system.</u>	<u>Appel- lamation (SC & Court of Appeals-1) development</u>

<u>NT ENVIRONMENT (1)</u>					
<u>Device</u>	<u>NT-0</u>	<u>NT-1</u>	<u>NT-2</u>	<u>NT-3</u>	<u>NT-4</u>
<u>Make/Model</u>	<u>Compaq ProLiant 5000</u>	<u>Compaq ProLiant 2500</u>	<u>Compaq ProLiant 5000</u>	<u>Compaq ProLiant 2500</u>	<u>HP Vectra XU</u>
<u>Operating System</u>	<u>NT 4.0</u>	<u>NT 4.0</u>	<u>NT 4.0</u>	<u>NT 4.0</u>	<u>NT 4.0</u>
<u>Memory</u>	<u>512 MB</u>	<u>256 MB</u>	<u>512 MB</u>	<u>256 MB</u>	<u>32 MB</u>
<u>Disk / Raid</u>	<u>17.2 GB</u>	<u>17.2 GB</u>	<u>17.2 GB</u>	<u>17.2 GB</u>	<u>2.0 GB</u>
<u>Applications</u>	<u>AOC & Supreme Court Mail Server; MS Exchange 5.0; NT Sv.Pk. 3 Outlook; IIS 3.0; Faxcination 3.0a;</u>	<u>AOC & Supreme File & Print Server; NT Svc.Pk.3; WP 8.0; McAfee Netshield; Quota Mgr. 2.6</u>	<u>Remedy 3.0.1; SQL Server; DNS Svr; RAS Svr; WINS Svr; DHCP Svr; Training Server 3.1.4</u>	<u>AOC & Supreme File & Print Server; Svc. Pk 3; Dis-keeper 2.0; WP 8.0; Quickview Plus 4.5; Netshield 3.3; MS Project98; MS Power Point 97</u>	<u>List Server; List Caster 1.1</u>

<u>NT ENVIRONMENT (continued)</u>				
<u>Device</u>	<u>NT-5</u>	<u>NT-6</u>	<u>NT-7</u>	<u>NT-8</u>
<u>Make/Model</u>	<u>Compaq ProLiant 2500</u>	<u>Compaq ProLiant 800</u>	<u>Compaq ProLiant 6000</u>	<u>Compaq ProLiant 6000</u>
<u>Operating System</u>	<u>NT 4.0</u>	<u>NT 4.0</u>	<u>NT 4.0</u>	<u>NT 4.0</u>
<u>Memory</u>	<u>256 MB</u>	<u>64 MB</u>	<u>256 MB</u>	<u>256 MB</u>
<u>Disk / Raid</u>	<u>17.2 GB</u>	<u>4.0 GB</u>	<u>20 GB</u>	<u>21.5 GB</u>

<u>NT ENVIRONMENT (continued)</u>				
<u>Device</u>	<u>NT-5</u>	<u>NT-6</u>	<u>NT-7</u>	<u>NT-8</u>
<u>Applications</u>	<u>FTP Server, PIMS Application; Cold Fusion 2.0; NetShield 3.3; IIS 3.0</u>	<u>Tucson Print & Login Server; NT Svc Pk 3.</u>	<u>Courts Mail & Intranet Server Exchange Server 5.0; Exch. Svc Pk 1; Diskeeper 3.0; Index Svr 2.0; IIS 4.0</u>	<u>Internet Server; IIS 4.0; Index Svr 2.0; NT Svc Pk 3.</u>

APPENDIX - B

SOFTWARE ENVIRONMENT

APPENDIX - B

SOFTWARE ENVIRONMENT

The list of software products below is divided into two categories.

- First is a list of the products in use statewide in courts to which the Support Center provides assistance. There are many other products in use in the Superior, Justice and City courts statewide, most often supported by the IT staffs of the local court, city or county governments. At the state level, however, these are not supported and not included in the list below.
- The second list is of those products in use at the Supreme Court and the Administrative Office of the Courts.

Note that the individual county and/or court Information Technology Strategic Plans also identify software used locally. Those plans are attached.

A. COURTS (software in courts that is supported statewide in conjunction with existing programs)

Software Application	Vendor	No. Users	Comments
FACTS	Progressive Solutions, Inc. Salt Lake City, Utah	140 courts; 1300 court users	Court Case and Cash Management Software for the Arizona Court Automation Project (ACAP)
FACTS MVD	internal development	140-145 courts	Used by ACAP and LVCC courts to report motor vehicle convictions and warrants to Motor Vehicle Division.
Internet Explorer 4.0	Microsoft	1500	ACAP and JOLTS users.
JOLTS (Juvenile On-Line Tracking System)	internal development	65 juvenile probation and detention office sites	Software to track juvenile case information.
JURY+	Jury Systems, Inc.	13 Superior Courts	
Juvenile Treatment Tracking	internal development		Records and tracks treatment information for juveniles.
Outlook Express v4.72	Microsoft	1500	ACAP and JOLTS users.
PIMS	internal development	Currently in 14 adult probation offices.	Legacy single-user PC-based probation tracking system.

Software Application	Vendor	No. Users	Comments
Seagate (Crystal) Info	Seagate	1-3 copies in each ACAP superior court depending on size.	Report writer for case and cash management system. Limited jurisdiction deployment forthcoming.
Tax Intercept Program (TIP)	internal development in PowerBuilder	Approximately 90 courts	Software used to collect and xmit unpaid fines information to lottery and DOR.
Windows 3.1 and Windows 95	Microsoft	140 courts	Windows95 upgrade in progress.
Word Perfect (DOS 5.1) and Word Perfect 8.0	Corel	140 courts	Upgrade in progress to WP 8.0

B. SUPREME COURT AND ADMINISTRATIVE OFFICE OF THE COURTS

Software Application	Vendor/Internal Dev.	No. Users	Comments
Access	Microsoft	50	Used for a variety of localized databases;
Adobe Acrobat Exchange 3.0 & 4.0	Adobe	20	Used for publication of documents to Internet/Intranet.
Appellation	internal development	40	Appeals court software in production in the Supreme Court. Scheduled for FY 2000 in Courts of Appeals Divisions.

Software Application	Vendor/Internal Dev.	No. Users	Comments
Supreme Court Case Management System	internal development	50	Legacy Supreme Court/Appeals Courts software being replaced with AFACTS.
Budget Information Tracking System (BITS)	internal development on RS/6000		Used by remote Dependent Children's Services offices to create and track budgets and expenditures
Client Access	IBM	50 AOC/500 JOLTS	Used for terminal emulation access to the AS/400.
Confidential Intermediary Program (CIP)	internal development on AS/400		Application to track activity related to the Confidential Intermediary Program.
Defensive Driving	internal development on AS/400	13 driving schools	Statewide centralized database of defensive driving class participants.
Dependant Children's Activity Tracking System (DCATS)	contract development with vendor providing on-going support on RS/6000 in PowerBuilder.	40	Application used to record and track activity related to Foster Care Review Board and Court Appointed Special Advocate programs.
Excel	Microsoft	130	Spreadsheet application replacing LOTUS.
Outlook	Microsoft	350	Messaging and group-collaboration software used in conjunction with Outlook.
Front Page	Microsoft	10	Used to maintain the Supreme Court Web site on the DOA server.

Software Application	Vendor/Internal Dev.	No. Users	Comments
Grant Tracking System	internal development on AS/400	5	Application to record and track grants made to courts.
Private Fiduciary Tracking	internal development	2	Tracks certification of private fiduciaries.
Internet Explorer	Microsoft	180	Used for Internet/Intranet access; expected to increase use to 300+.
Juvenile Contract Tracking	internal development on AS/400		Used to track juvenile service provider contracts.
Juvenile On-Line Tracking System Youth Index	internal development on the AS/400	30	Used for statistical analysis and for sharing high-level JOLTS data among users.
Logos, v 4.2	New World Systems Troy, MI	AOC: 200	Fund Accounting, Fixed Asset, Contract Tracking, and Budgeting package.
LOTUS		50	Legacy spreadsheet application being replaced by Excel.
McAfee Virus Scan	McAfee	550	Virus scanning on all desktops in the AOC, Supreme Court and ACAP courts statewide. Over 1000 more to deploy in FY 2000.
Microsoft Project	Microsoft	40	Project planning tool.
Netview	IBM	10	Used to manage LAN and WAN
Office Vision	IBM	800	AS/400 based calendar and email used by JOLTS users.

Software Application	Vendor/Internal Dev.	No. Users	Comments
Parent Assistance Hotline	internal development on AS/400		Call tracking and referral information database
PowerBuilder		6	Development tool for new applications.
PowerGen	E Crane, Inc	1	Developer tool for Powerbuilder
HOW	Riverton	15	Case development tool, UML modeling tool; Powerbuilder and BV code generator.
Powerpoint	Microsoft	40	Primary presentations application.
QA Partners	Segue	5	Test script execution product that supports regression testing.
Remedy		1000	Call/service request tracking application. Used by IT Support Center. User access via web browser provided for lookup.
Test Cycle	Interim Technology	10	Used as part of a structured testing methodology to script and track testing.
Weekly Exception Time Reporting	internal development on AS/400	250	Record leave
Windows 95	Microsoft	250	All PC's.
Word Perfect	Corel	250	Currently planning migration from 6.1 to 8.0. Pilot for 25 completed.