

VI. FISCAL YEAR 2015 ACCOMPLISHMENTS

Below is a summary of the accomplishments of the Arizona Judicial Branch with respect to its information technology efforts during the 2015 fiscal year. Considerable progress was made on statewide strategic projects, despite continued budget and staffing challenges.

PROGRAM	DESCRIPTION	FY 2015 ACCOMPLISHMENTS
AZTEC SUPPORT AND MAINTENANCE	<p>The modification project is enhancing AZTEC, the statewide ACAP software, to provide for enhanced functionality and usability, balanced with end-of-life considerations.</p>	<p>Enhanced AZTEC to automatically generate amended protective order forms as part of the protective order process. Performed 32 updates to AZTEC databases as a result of legislative changes.</p> <p>Continued maintenance activities including 126 setups of local ordinances in court databases.</p>
AZTEC COURT SUPPORT	<p>Provide reporting and support to AZTEC courts.</p>	<p>Average of 355 support calls for AZTEC courts received each month with 93.6% being resolved within 5 days. 304 ad hoc reports were provided upon request to assist courts in their daily activities.</p>
E-CITATION	<p>Opening court cases automatically using ticket data from law enforcement.</p>	<p>Continued support for existing eCitation implementations, completing two more new projects this year. Total e-citation projects in production is now 163. Accommodated individual courts' changes in vendors and additional DPS AzTraCS implementations.</p> <p>Continued to prepare for AJACS LJ pilot of e-citation in Apache Junction Muni. Prep included bug identification and tracking, writing test cases, and testing with ITD.</p>
PROCESS AND CODE STANDARDIZATIO N	<p>Support CMS transition by standardizing court processes and case-related codes then mapping the standard set of event, activity, and other codes.</p>	<p>Continued to establish and maintain standard code sets for AJACS GJ and LJ CMS projects.</p> <p>Standardization workgroups met monthly to add or modify codes for statewide use in both GJ and LJ environments.</p> <p>Developed and published Event Code Dictionary, including definitions and proper usage of 1700 CMS event codes and minute entries.</p>

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		<p>Developed and published Statewide Standard Violation Code Table in a collaborative effort with AAPAC, local judges, ACJC and MVD. The table standardizes codes Prosecutors use when charging defendants with violations of statute.</p> <p>Developed and published standard Federal Motor Carrier violation codes in collaboration with ADOT and local judges for use in all court case management systems.</p>
PENALTY ENFORCEMENT PROGRAM (PEP)	<p>The Fines, Fees and Restitution Enforcement (FARE) program and the Debt Set-Off (DSO) program are the current automation portions of PEP.</p>	<p>FARE is implemented in 174 courts statewide, including all 13 General Jurisdiction AJACS courts and 26 Maricopa County Justice Courts. To date, over 2.4 million backlog cases have been submitted by courts life-to-date. Backlog collections over the life of the program total \$505.5 million in outstanding local debts disbursed to statutory funds at the local, county, and state levels. The highest backlog collection month in program history was February 2012 with \$7.5 million.</p> <p>The Traffic Ticket Enforcement Assistance Program (TTEAP) holds total 787,387 and releases total over 473,067 (60%) life-to-date.</p> <p>Support Services fielded 4,596 public inquiries on the TTEAP program in FY2014. Another 19,739 calls were handled by automated front-end messaging that explained how to handle common end user issues.</p>
TAX INTERCEPT PROGRAM (TIP)	<p>TIP sends courts' and other DSO participants' 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</p>	<p>As of June 2015, the Debt-Set-Off program has collected \$14.3 million dollars in CY2015 and the DSO Program collected a total of \$15 million. The highest single interception for FY2015 totaled \$7,000.00 from the Arizona Lottery.</p>

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	intercepted and paid to the courts.	
EQUIPMENT MAINTENANCE & UPGRADES	<p>This includes the maintenance and upkeep of the equipment in 147 ACAP courts and 65 JOLTS sites across the state as well as a centralized data center with AS/400, RS/6000 and Windows servers supporting statewide AJIN, ACAP, APETS, JOLTS, TIP, and the Supreme Court.</p>	<p>Migrated 40 host environments from legacy IBM SAN to HP 3Par technology. Increased disk storage capacity in support of new application requirements and existing application growth. Began project to replace the HP 3Par legacy SAN at the DES alternate site.</p> <p>Upgraded the hardware and software application supporting the TIP IVR system. Upgraded List Server to supportable version of the application and OS.</p> <p>Upgraded the DataMart and Appellation application environments to AIX 7.1 and Informix 11.7.</p> <p>Upgraded AOC Cisco UCCX Call Center application to better support Windows 8.1 and beyond.</p> <p>Decommissioned 5 Windows NT, 1 Windows 2000, and 20 Windows 2003 environments as part of the ongoing Microsoft Operating System Upgrade and Consolidation Project.</p> <p>Migrated the AJACS application middleware layer physical servers to VM-based environments supporting all GJ courts.</p>
AJIN ENHANCEMENTS	<p>Implement router-based software to maintain a database of previously seen traffic, provide compression, and aggregate multiple video streams into a single link at remote sites, thereby greatly accelerating network transport speed.</p>	<p>Replaced 82 ageing hub devices on the AJIN Network with Cisco smart switches to enhance and streamline network traffic.</p> <p>Installed new access control systems and upgraded all code on Wide Area Network switches to implement dynamic port security.</p> <p>Migrated remaining Frame Relay host circuits to QMOE and private lines, increasing capacity to courts while decreasing cost.</p> <p>Designed and implemented an extended IT network in support of AOC East operations.</p>

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		<p>Migrated all court VPN users to Cisco AnyConnect application.</p> <p>Designed and implemented new Services Wireless Network in support of BYOD at the AOC.</p> <p>Upgraded one Cisco Core Switch in the AOC Data Center to the latest code and firmware releases. Replaced the second core switch with new hardware.</p>
<p>SECURITY AND DISASTER RECOVERY</p>	<p>This threefold project will:</p> <p>Provide for statewide automation and network security,</p> <p>Develop disaster recovery strategies and acquire resources to implement them.</p> <p>Provide IT building security for the State Courts, JEC, and Tucson FCRB locations.</p>	<p>Upgraded and installed several more counties with new switches in support of port security strategy and enhanced data security. Upgraded all essential hardware and software to enable port security and active directory upgrade.</p> <p>Successfully completed annual AZTurboCourt Gamma and Production disaster recovery testing.</p> <p>Upgraded the MDI Access Control System with new hardware, database, and application software.</p> <p>Completed an internal and external security penetration audit, performed by CAaNES.</p> <p>Continued review of options to reduce overall implementation cost of disaster recovery for statewide systems.</p>
<p>INFRASTRUCTURE MAINTENANCE</p>	<p>This support activity encompasses the many projects required to support the shared judicial branch infrastructure.</p>	<p>Upgraded all IBM MQ host software to Version 7.1, providing automated failover and redundancy. Worked with development teams to upgrade all AOC applications to Version 7.1 of the MQ client software to take advantage of new host capabilities. Upgraded the MQ Broker to Version 8.0. Upgraded MQ monitoring software, IR360, to provide better monitoring coverage.</p> <p>Implemented 3 new VM host servers to production VM cluster to enable further migration from physical servers to a high availability (HA), VM-clustered environment. Implemented VM Operations Manager to improve cluster monitoring.</p>

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		<p>Implemented VMWare Update Manager to improve ability to deploy security patches to HA VM clusters. Implemented Network Trunking to increase ability to deploy VMs to various network segments without additional hardware.</p> <p>Coordinated a year-long effort for rural superior courts to upgrade local OnBase document management systems in preparation for technology refresh project (TRP) replacement activities.</p> <p>Continued to connect local OnBase systems to the Central Document Repository (CDR), including bulk uploads of electronic documents from July1, 2010 to current, at five superior courts, increasing both business continuity and public access.</p> <p>Performed testing, conversion, and user support related to consolidating AOC's legacy OnBase system into the more robust system used for statewide document access. Accomplished post-consolidation metadata changes on over 1.2 million documents to enable proper query function on the CDR.</p> <p>Implemented McAfee security application and managed ongoing updates to it on 57 remote court servers as part of the TRP project to enhance AJIN security.</p> <p>Recovered from data center flooding that occurred over Easter weekend by rebuilding or relocating 13 Windows servers, 2 Windows enclosures, 4 AIX systems, 2 NAS units and 1 hardware rack. The courts experienced minimal downtime.</p> <p>Upgraded Vircom Mail Gateway to reduce mail-virus and malware exposures.</p> <p>Tested and applied numerous software application updates, including AJACS, APETS, JOLTSaz, NICS, and CCI.</p> <p>Built a 4-physical-server and 12-VM-server environment in support of eBench, Built an 8-VM-Server environment in support of eUniversa, an 8-server environment in support of NICS, and a 5-VM-server</p>

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		<p>environment in support of a local SharePoint application.</p> <p>Provided 2nd and 3rd level technical support for the deployment of the TRP hardware and software upgrades across the state.</p> <p>Successfully completed numerous statewide Windows 8.1, Office 365, and 3rd-party software updates utilizing new SCCM Configuration Manager.</p>
<p>AUTOMATION TRAINING</p>	<p>This program includes all activity to provide training in statewide automation software and related business processes. It includes training on site at courts or AOC, at Judicial and ACA conferences, and via WebEx.</p>	<p>The program for funding a field trainer in each county court system received continued funding. Most counties have a field trainer, which improves the volume and frequency of local training on AZTEC and AJACS. Three counties lost and replaced their field trainers this past year. Three counties are currently without trainers: Maricopa, Gila, and Santa Cruz.</p> <p>Involved the field trainers in training court employees within their counties on Windows 8.1 and Office 365 as part of the TRP.</p> <p>Provided 80 classes on AZTEC and AJACS with 694 participants, at AOC, two ACA, and two regional conferences.</p> <p>Continued to build a library of training videos and clips to supplement live training.</p>
<p>JUVENILE ONLINE TRACKING SYSTEM (JOLTS)</p>	<p>The Juvenile Online Tracking System (JOLTS) 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. JOLTS will be decommissioned once the rollout and implementation of JOLTSaz is complete, due to reliance on COBOL and AS/400 platform.</p>	<p>Support staff at AOC resolved problems and responded to questions and inquiries via Remedy tickets. Staff also responded to requests for county-level data statistical reports from the rural counties, JJSD, and DCSD. Duties include support for statewide year-end reporting and the data warehouse full load extracts for JJSD.</p>

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<p>ARIZONA YOUTH ASSESSMENT SYSTEM (AZYAS)</p>	<p>An audit conducted by the Arizona Office of the Auditor General revealed needs assessment functionality used inconsistently and infrequently by Probation Officers across the state. The Arizona Youth Assessment System (AZYAS) is a web-based application that provides case management, assessment, and data tracking tools. Needs assessments and case plans can be completed and updated by probation officers and supervisors for all assigned juveniles. The system generates notifications and reports to assist with caseload management and compliance tracking. In addition, AZYAS stores accessible information on juveniles, previously completed assessments along with case plans, treatment providers, and user information.</p>	<p>AZYAS 2.0, a new, standardized base application and modular design to increase supportability, was rolled out statewide in November 2014.</p>
<p>JOLTSaz</p>	<p>JOLTSaz will be a full juvenile tracking system, including both delinquency and dependency, for Pima and the 13 rural counties. It is being written with newer technology using VB.net, a single, centralized SQL database statewide and hosting a 3-tier open architecture design that best suits the organization's future needs.</p>	<p>The statewide version of JOLTSaz implemented in Pima County in January 2015. The rural county rollouts, beginning with the data conversion and implementation of Yuma County in May 2015, were then scheduled. Each rural county requires a separate and unique database conversion from their legacy JOLTS database to the new, statewide JOLTSaz database. La Paz County will follow Yuma, since they share a detention center.</p> <p>A Data Extract project was completed to ensure that JOLTSaz and Pima's AGAVE financial data is sent to AOC's Juvenile Data Warehouse along with data from the other counties who still remain on JOLTS. As each county transfers from JOLTS and is added to the JOLTSaz family, the data extract feed will be</p>

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		modified so that all Juvenile data continues to flow to AOC's Juvenile Data Warehouse.
ADULT PROBATION ENTERPRISE TRACKING SYSTEM (APETS)	<p>Probation departments across the state cooperated to develop APETS to track adult probation cases. APETS has a single database structure so departments can send probationers electronically for inter-county supervision. The project started as a consortium between Maricopa County, Pima County, and the AOC.</p>	<p>Staff continues to support and maintain the APETS production system, completing an annual enhancement build along with other customized builds and services.</p> <ul style="list-style-type: none"> Aspen Build implemented ahead of schedule in December 2014 with various enhancements of 35 features, improving security, the user experience, and data integrity. Monthly Stats Service was enhanced in conjunction with the Aspen Build and implemented on schedule the same month. New Crime enhancements were made to the Monthly Stats Service improving the statistical count of New Crimes for all counties. A new Monthly Stats Test Manager Application accompanied by mini individual APETS databases greatly improved the quality and speed of Monthly Stats testing. Test run times for individual records were reduced from hours to seconds.
ENTERPRISE ARCHITECTURE	<p>This project focuses on developing enterprise wide software, methods, standards, guidelines, and expertise for the development, support and maintenance of technology solutions.</p>	<p>Continued quarterly developer's forum that included architecture processes and standards to be implemented across the AOC.</p> <p>Set standards and recommendations for application configuration and deployment.</p> <p>Completed automated build and configuration processes for the AJACS CMS.</p> <p>Completed the initial load of data from Pima Superior Court into CCI.</p> <p>Completed functional design requirements for a proof-of-concept of a statewide eWarrant project involving several cross-agency and cross-jurisdiction teams.</p> <p>Continued coordinating migration testing for data warehouse environment.</p>

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		<p>Supported migration activities necessary to extend life of the environment.</p> <p>Continued to improve development cycle and quality of AOC software projects by utilizing Team Foundation Server 2013 (TFS). TFS provides both the AJACS and architecture development teams with tools that include source code control, project management, and for a team collaboration platform.</p> <p>Trained Quality Assurance Dept. to use TFS test Manager as their primary software testing tool.</p>
<p>AUTOMATION TRAINING AND DESKTOP SUPPORT</p>	<p>This includes the many activities required to support existing applications and desktops statewide. It includes training, help desk, and field support staff activities and projects.</p>	<p>Initiated remote computer access via vPro to reduce onsite visits and provide quicker turnaround of open incidents while improving software update compliance using out-of-band management.</p> <p>Successfully rolled out over 3700 new devices that included Windows 8.1 and Office 365 to 188 ACAP and Probation locations around the state.</p> <p>Facilitated all Windows 8.1 and Office 365 training sessions within the AOC. Helped to create documentation and training media distributed to all ACAP and Probation locations to train personnel on Windows 8.1 and Office 365.</p> <p>Successfully transitioned all AOC employees to Windows phones to improve security and the ability to collaborate.</p> <p>Reviewed and updated all Helpdesk documentation to reflect Windows 8.1 and Office 365, where applicable.</p> <p>Created FAQ page on the Support Center Website to increase users' knowledge and reduce contacts to the Support Center related to the Technology Refresh project.</p>
<p>INTERNET PUBLIC</p>	<p>The Public Access to Court Case Information is an Internet site for the public to look up case information from 153</p>	<p>Public access to court case information showed an increase over the previous year. New sessions were 39.2% of access and the average time spent by each visitor</p>

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<p>INTERACTIVE SERVICE</p>	<p>Arizona courts. It includes most criminal, civil, and traffic cases.</p>	<p>was 6.1 minutes looking through 13 pages of information.</p> <p>In FY15, public access statistics are:</p> <table border="1" data-bbox="967 443 1349 800"> <tr> <td>PAGE VIEWS</td> <td>52,402,267</td> </tr> <tr> <td>VISITOR SESSION</td> <td>3,995,748</td> </tr> <tr> <td>AVERAGE VISITORS / HR</td> <td>665</td> </tr> </table> <p>The Supreme Court's web site had 9,080,175 page views* generated by 2,841,156 visits during the fiscal year. Statistics for the AJB Web site for the year are:</p> <table border="1" data-bbox="959 989 1357 1346"> <tr> <td>PAGE VIEWS*</td> <td>9,080,175</td> </tr> <tr> <td>VISITS</td> <td>2,841,156</td> </tr> <tr> <td>AVERAGE VISITORS PER HOUR</td> <td>481</td> </tr> </table> <p>The three most popular areas on the web-site are Defensive Driving, the Child Support Calculator and. Court of Appeals Division 1 pages. Additional functionality was also developed and implemented during the year.</p> <p>The Child Support Calculator was completely rewritten as an interactive web application and court documents benefited from a better search.</p> <p>*Page Views are the new standard for measuring web activity. One page view will generate approximately 15 to 50 hits.</p>	PAGE VIEWS	52,402,267	VISITOR SESSION	3,995,748	AVERAGE VISITORS / HR	665	PAGE VIEWS*	9,080,175	VISITS	2,841,156	AVERAGE VISITORS PER HOUR	481
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STATEWIDE AUTOMATION TRAINING	Provide training statewide for automation projects supported by the Supreme Court.	Eighty AZTEC classes were held with 694 participants at AOC and local conferences -- a class increase of 23% and a participant increase of 19% over 2014 -- and 74 training documents were created or updated.
APPELLATE COURT AUTOMATION	Appellamtion is the state standard appellate case, calendaring, and financial management system, designed to replace three separate and incompatible systems previously used. The Supreme Court and the Court of Appeals Division One use Appellamtion.	<p>Deployed Appellamtion 6.1 supporting Windows 8 and participated in numerous OnBase upgrade initiatives. Finalized scope for next Appellamtion release.</p> <p>Delivered new Judicial Conflict Management system.</p> <p>Provided new Court Reporter Performance reports.</p> <p>Implemented a new staff attorney writing assignment and management system with metric reporting.</p> <p>Added case decision salutation support for forms supporting the new opinion format.</p> <p>Provided a new Discretionary Review Matter Disposition report.</p> <p>Implemented electronic record transfer with the Commission on Judicial Conduct.</p> <p>Participated in the OASIS LegalXML Electronic Court Filing Technical Committee and provided substantive contributions to the LegalXML Electronic Court Filing 4.01 OASIS standard. Wrote electronic filing XML message standards for statewide use.</p> <p>Participated in the Judicial Opinions Website upgrade effort.</p> <p>Delivered Appellate Automation Strategy Final Report and reconstituted the Appellate Automation Steering Committee.</p>
CERTIFICATION & LICENSING	CLD Online is an Internet application created for the AOC's Certification & Licensing	Implemented new tracking module for Court Reporting firms. Deployed modifications to online renewal forms for Legal Document Preparers to incorporate

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	<p>Division. It works in conjunction with CLD business applications to process certification renewals and fee payments via the Internet</p>	<p>new requirements. Collected \$172,200 in renewal fees. Processed 334 online renewals.</p> <p>Participated in extensive testing for the migration of the web portal applications (online renewals and attorney admissions) to a new state payment engine. Migrated Process Servers database to new server.</p>
<p>VARIOUS AOC INTERNAL ACCOUNTING, FINANCE AND PAYROLL APPLICATIONS</p>	<p>The AOC maintains budget, accounting, and personnel records for the AOC and the Supreme Court.</p>	<p>Implemented new online employee comp/leave reports in WETR.</p> <p>Modified interfaces with the state AFIS accounting system in preparation for replacement of current system with BREAZ.</p> <p>Maintained transfer of juvenile treatment invoice batch data to New World financial management system, continuing to eliminate manual data entry of over 5,000 transactions annually.</p> <p>Maintained transfer of invoice data to the state accounting system, continuing to eliminate manual data entry of over 2,000 transactions monthly.</p> <p>Maintained 150 previously created ad hoc reports to enhance the reporting functionality of the New World financial management system.</p> <p>Maintained WETR to comply with policies regulating the reporting and approval of time records on a weekly basis at AOC and Court of Appeals, Division One.</p>
<p>AOC PROJECT MANAGEMENT OFFICE</p>	<p>The Project Management Office (PMO) provides best practices and oversees project-related processes with a goal of delivering automation improvements within scope, on time, and on budget.</p>	<p>Continued tactical and strategic planning model for project milestone and resource management planning, providing for a regular review of an enterprise-level project impact analysis.</p> <p>Improved project management process, guidelines, and templates as processes matured. Continued project portfolio reporting necessary to obtain an integrated perspective of project management capability.</p>

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		<p>Continued project 'circle' forums for on-going project management assistance, webinars, and questions/answers.</p> <p>Provided additional oversight and processes for high profile, enterprise projects.</p> <p>Continued monthly, all-day planning meeting to coordinate project resources.</p> <p>Provided leadership and direction in the area of contract management.</p> <p>Refreshed PMO website.</p> <p>Provided project manager role for certain enterprise projects.</p>
<p>STATEWIDE CASE MANAGEMENT SYSTEMS</p>	<p>Develop and implement new case management system (CMS) to replace AZTEC for limited jurisdiction (LJ) courts. Maintain and enhance existing CMS that supports general jurisdiction (GJ) courts.</p>	<p>Completed comprehensive and detailed business requirements for technical design and development in AJACS.</p> <p>Following vendor bankruptcy, AOC Application Development secured programming team on contract to continue uninterrupted development of AJACS for Arizona Courts.</p> <p>Completed and deployed all criminal statistical reports as well as 24 time standards reports (phase 1 thru 3) for GJ courts.</p> <p>Prepared data from AJACS superior courts to be sent to the new NICS Repository.</p> <p>Completed development and testing of a conversion application to support the massive scale of the LJ AZTEC to AJACS data migration and implementation. Continued to set and document LJ AJACS system configurations, parameters and AVT table information as each release was made available.</p> <p>Continued writing and running mission-critical test scripts along with test scripts for all new business requirements.</p> <p>Following vendor's bankruptcy, large volume partner Mesa Municipal Court terminated relationship with AOC and AJACS. AOC then began working closely with Tucson City Court on AJACS testing</p>

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		<p>and analysis, table code setup, system configuration, data conversion, data cleanup, forms and reports, system security settings, and user training and documentation. Targeted implementation date is October 2015.</p> <p>Successfully implemented first LJ AJACS Pilot Court on April 20, 2015. Data conversion was extremely successful with 7863 out of 7863 records converted from AZTEC to AJACS.</p> <p>Working with all ACAP courts in Pima County to prepare them for implementation during summer of 2015.</p> <p>Working with Prescott Consolidated Court to become a new ACAP/AOC fully supported court with AJACS implementation scheduled for fall 2015.</p> <p>For LJ AJACS pilot implementation, a total of 108 forms were developed and successfully deployed. A total of 44 AJACS reports were also successfully deployed. Prior to implementation, all LJ AJACS reports were migrated from SSRS 2008 to SSRS 2012.</p> <p>LJ AJACS implemented with very few issues, mostly involving converted FARE cases. Other external agency interfaces, with the exception of MVD and ADRS reporting, also began running successfully in the LJ AJACS Pilot Court. MVD issues were resolved but awaiting clearance from court personnel to start automatic transmissions. ADRS interface fixes are being addressed in the next CMS release.</p> <p>Deployed updates to Version 3.9 to all 13 AJACS GJ Courts to ensure AJACS was e-filing ready.</p> <p>Further enhanced Update Manager application to streamline the deployment process for AJACS user interface updates.</p> <p>Completed training of Superior Court staff on all AJACS Version 3.9 upgrades and standard CMS tasks. Prepared for e-Filing training with deployment.</p>

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		<p>Updated GJ CMS Help File to provide online, real-time training via documentation and video and prepared for e-Filing training.</p> <p>Received new design for simplified approach functionality for ADRS, tested it, then deployed in all 13 AJACS Superior Courts.</p>
EDMS	<p>Electronic Document Management includes the processes and environment where documents are created, stored, managed, located, retrieved, and viewed electronically. Electronic documents and records replace traditional media (paper). 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.</p>	<p>Plotted timeline for testing and upgrades of all OnBase systems in courts to receive solutions to previously reported technical issues and security concerns. Continued to replicate documents from local systems into statewide repository for disaster recovery and public access. Added alert mechanisms to monitor success of document transfers.</p> <p>Successfully installed OnBase disconnected scanning functionality in 8 additional AZTEC courts, bringing the total to 59 of 128, including all LJ Courts in Cochise County; some courts from Apache County, Coconino County, Gila County, Graham County, La Paz County, Maricopa County; Pima County; Pinal County, Yavapai County, and Yuma County.</p> <p>Migrated two standalone LJ OnBase courts to AOC-supported disconnected scanning approach.</p> <p>Turned over all ongoing implementation, support, and training for disconnected scanning to AOC Support Services.</p>
JUSTICE WEB INTERFACE (JWI)	<p>A web portal solution that facilitates the querying of data across multiple source systems to provide users with a single view of information.</p>	<p>The JWI Adult Probation Query went into production, allowing law enforcement, through the Justice Web Interface (JWI), to ascertain whether a person with whom an officer has contact is currently serving a term of probation. Continued day-to-day customer support to all JWI users statewide.</p>

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NICS MENTAL HEALTH REPOSITORY	Allows courts to comply with the National Instant Criminal Background Check System (NICS) reporting requirements by entering qualifying events and orders into AJACS and other case management systems, which will be stored in AOC-housed repository and sent to the NICS database.	Completed and deployed HB2322 mandates, including Mental Health Treatment Orders, Incapacitated Person Guardian Appointments, Criminal Findings of Incompetent to Stand Trial, and Criminal Dispositions of Guilty But Insane. Began reporting these to NICS on January 1 st , 2015.
CENTRAL DOCUMENT REPOSITORY (CDR)	An enterprise-centric repository of court case-related documents collected from independent document management systems throughout the state in a federated approach.	Upgraded OnBase, the software that operates the repository, to Version 13 SP2 to ensure proper operation of OnBase with Windows 8.1 and newer browser versions. Confirmed day-forward transfers of court documents and loaded documents from July 2010 to present for Cochise, Gila, Graham, Greenlee, La Paz, Navajo, Santa Cruz, Yavapai, and Yuma counties.
AZTURBOCOURT ELECTRONIC FILING	A central online portal through which court users create and submit case filings to a growing set of Arizona courts.	AZTurboCourt processed over 242,000 filings during Calendar Year 2014 for superior and appellate courts. Ability to e-file tax cases into Maricopa Superior Court and for process servers to electronically file into existing e-filing courts was added. Party matching capability was added, enabling Pima Superior Court to mandate e-filing for both initiating and subsequent civil documents. ITD's Customer Support Center handled more than 7,789 support calls from attorneys and private citizens regarding "Pay and Print," case initiation, and subsequent filing activities.
EUNIVERSA STATEWIDE E-FILING	A central online portal through which court users create and submit case filings to a growing set of Arizona courts using a number of qualified vendor service providers.	Re-negotiated the eUniversa contract with Granicus, the e-filing system service provider that replaced AmCad. Completed development of all eUniversa project planning documents for delivery of

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		<p>the AJACS-GJ pilot e-filing system in Yavapai County.</p> <p>Completed development of Legal XML inter-system message exchange specifications in support of the GJ General Civil case type.</p> <p>Integrated eUniversa with new nCourt online payment system.</p> <p>Performed system integration testing in preparation for user acceptance testing. System integration testing involves, eUniversa, nCourt, AJACS-GJ, and Central Case Index Managed Services, as well as the Central Case Index and Central Document Repository.</p>
<p>JUDICIAL PERFORMANCE REVIEW (JPR)</p>	<p>The Arizona Commission on Judicial Performance Review informs voters of the performance for judges appointed through the merit selection process against standards, decides whether or not a judge meets those standards, and reports its findings to voters when a judge is up for retention.</p>	<p>Refreshed/updated the JPR database using files received from an outsourced vendor.</p> <p>Completed JPR Website update on August 4, 2014.</p>
<p>JUDGE AUTOMATION</p>	<p>Judge Automation provides a judicial decision support system designed to automate paper processing in a manner that will enable judges to review and create electronic case documents and information contained in the court's case management system for rapid decision-making.</p>	<p>Developed 57 web services for integration between the central case index (CCI) and the vendor application. Began integration testing activities.</p> <p>Defined scope of project and process for judicial review and signing of digital documents.</p>
<p>PUBLIC ACCESS TO CASE DATA AND DOCUMENTS</p>	<p>Public access maximizes efficiencies offered by technology to reduce demands on court resources, permit court staff to concentrate on</p>	<p>Transitioned project management and work to new vendor's team.</p> <p>Received and tested first delivery of application functionality. Received and</p>

	<p>core functions, and improve customer service system-wide by making access to case information more convenient for attorneys and other individuals and organizations, including government users.</p> <p>The AOC will provide an online public access web portal to Arizona court case documents, information on individual court cases, bulk court data, and customized court data reports on a subscription or per-transaction fee basis.</p>	<p>began testing second delivery of application functionality.</p> <p>Wrote business requirements for implementation of Supreme Court Rule 123 security provisions governing access to case information and documents.</p>
<p>TACTICAL APPLICATIONS</p>	<p>End-of-Life Project</p> <p>CASPER Reports</p> <p>DCATS Migration</p>	<p>Migrated applications from supreme22 to AjinWeb server, including WETR, Process Servers, CORP, Optimum H.R. Online Reports, Grants Project Tracking Online Reports, Defensive Driving Online Monitor Reports, and CLD Certification Tracking Online Reports.</p> <p>Completed critical modifications to CASPER reports as and deployed them to production.</p> <p>FCRB and CASA application migrated to PowerBuilder 10, making it compatible with Windows 8 to support Technology Refresh Project.</p>

LOCAL COURT ACCOMPLISHMENTS - CY2014/15

This is a summary of the accomplishments provided in each county-level IT plan that was updated during this planning cycle. In an effort to reduce workload and impact to court staff in the continuing poor economic climate, rural Superior Court Administrators have been allowed to provide updates every other year. Please refer to the most current individual plans in Appendix D for more detail.

<p>COCHISE COURTS</p>	<ul style="list-style-type: none"> • Installed remote interpreter system in Superior Court and two Justice Courts. • Implemented red light cameras for LJ courts then dismantled for political reasons. • Installed new audio system in five Superior Court Divisions and two Justice Courts as well as assistive listening devices in three Justice Courts. • Implemented credit card payments via the web using Point and Pay program. • Upgraded OnBase EDMS to enable PC replacement and integration.
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GRAHAM COURTS	<ul style="list-style-type: none"> • Completed extensive remodeling effort at county courthouse to create new administrative hearing room and additional space in Clerk's Office. • Re-implemented FARE at Superior Court and created collections position in Adult Probation. • Connected Thatcher Muni Court to jail via videoconferencing for IAs; Safford and Pima JPs switched to Polycom videoconferencing equipment to improve quality. • Safford Muni Court implemented Liberty audio recording. • Pima JP implemented disconnected scanning, including back scanning of closed cases. • Continued sharing field trainer with Greenlee County courts.
GREENLEE COURTS	<ul style="list-style-type: none"> • Obtained FTR Gold for Justice Court use; upgraded FTR Gold at superior court and instituted backup procedures for audio files. • Upgraded courtroom audio system to eliminate inaudible periods that affected transcripts. • Located a transcription service for superior court cases. • Began distributing minute entries to attorneys electronically. • Updated court's website to comply with Language Access requirements. • Installed Adobe Acrobat Professional to create/modify Greenlee-specific court forms.
LA PAZ COURTS	<ul style="list-style-type: none"> • Updated phone system for superior court, clerk, and probation. • Implemented FARE for non-criminal cases in all courts. • Cleaned superior court data using existing AJACS reports. • Enabled access to WestLaw via Internet for each court. • Implemented eCitation to eliminate re-keying of data. • Adopted e-payment for limited jurisdiction courts; migrated merchant accounts to secure virtual terminals.
MARICOPA COURTS	<ul style="list-style-type: none"> • Continued development of various modules for the ICIS Next Generation case management system; improved performance and resource usage via database normalization. • Completed numerous infrastructure enhancements, integration projects, and administrative projects for various departments of the superior court. Working on CCI extract for AOC eAccess project. • Clerk's Office enabled direct e-filing of court documents from iCIS and began managing grand jury cases electronically. Updated some ageing report generators and office productivity tools. • Added Probate area to ezCourtForms and the website that hosts them. • Justice courts completed OnBase EDMS rollout and enabled online payment plans. Finished auto-defaults and auto-termination triggers. • Chandler enhanced exchange of data with e-citation vendor and replaced XP PCs. • Gilbert upgraded FullCourt CMS and implemented its scanning module; began e-citation project. • Glendale added local case info to city website; completed mental health court app; and began recurring billing/autopay feature for payment contracts. Created active warrant report for PD. • Mesa switched replacement CMS to Tempe's system then began local development for July implementation. • Phoenix created new protective order module, enhanced computer room backup power, completed Phase I of JAM-to-Panther code migration for long-term CMS supportability.

	<ul style="list-style-type: none"> • Scottsdale eliminated paper files and enabled numerous process improvements through new automation software called CourtEZ. • Tempe made numerous CMS enhancements and purged closed cases at end of retention period.
MOHAVE COURTS	<ul style="list-style-type: none"> • Completed expansion and build out of new courtroom and chambers in Lake Havasu City. • Enabled in-house staff to manage jury merge/purge process without vendor intervention. • Implemented EDMS/ disconnected scanning in all limited jurisdiction courts. • Redesigned public website; enhanced intranet site to add forms and services for court employees; completed JA procedure manual. • Changed out e-payment vendor/system for all limited jurisdiction courts. • Enhanced court security by expanding coverage of digital video. • Started rural kiosk project that allows members of the public from Beaver Dam / Colorado City to connect with court staff. • Worked with NCSC on a new 5-year plan; developed 5 strategic pillars.
NAVAJO COURTS	<ul style="list-style-type: none"> • Continued to participate in design of statistical and case management reports in AJACS; restored FARE functionality for superior court. • Implemented an early resolution court. • Replaced credit/debit card processing solution with n-Court. • Replaced all ACAP PCs and laptops with Windows 8.1 • Upgraded Superior Court OnBase system to Version 13 and began daily participation in central document repository; provided historical electronic documents to AOC (from 7/1/2010 forward). • Enabled courts to participate in Navajo Unified Communication System through AJIN.
PIMA COURTS	<ul style="list-style-type: none"> • Completed multiple Agave releases to provide new features and functions, piloted eBench application with three judges; Integrated Agave data with state's central case index; provided new calendar/scheduling solution for court interpreters. • Implemented network monitoring for critical court processes. • Implemented new pre-trial needs assessment tool for tracking & reporting. • Clerk completed PC refresh and moved from paper reporting to DPS ADRS Web reporting tool. • Tucson completed server and desktop replacements, upgraded OnBase, automated creation of file labels, and implemented an online record request process. • PCJCC replaced legacy CMS with Agave, providing integrated case, document, and financial management functionality. • PCCJC completed many technology enhancements associated with move to new court facility. • (Smaller AZTEC courts provided no input this year due to "lite" approach being used.)
YUMA COURTS	<ul style="list-style-type: none"> • Implemented technology to support new Mental Health Court; hired coordinator. • Increased qualified interpreter services and collection of delinquent debts.

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- Added predictive dialer function to RevQ in Superior Court and Justice Courts.
 - Continued multiyear audio/video recording software upgrade effort at superior court.
 - Replaced Adult Probation PCs and laptops with AOC-standard devices; integrated GIS.
 - Expanded use of courtroom docket display monitors into historic courthouse/justice courts.
 - Replaced PCs and laptops at all courts, Juvenile, and Adult Probation with Windows 8.1 standard.