

# TAC MEETING MINUTES

## TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, March 4, 2016  
10:00 AM - 1:30 PM

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

Conference Room 230

### MEMBERS PRESENT

Ron Bitterli  
Jay Dennis\*  
Jennifer Gilbertson (*Tom Carroll, proxy*)  
Karl Heckart, *Chair*  
Laura Johnston  
Randy Kennedy  
Cary Meister (*Nick Felber, proxy*)  
Kyle Rimel  
Jared Nishimoto  
Carlos Solano

### GUESTS

Sean Abrigo\*, *Pima Clerk's Office*  
Ken Dewitt, *Navajo County IT*  
David Garretson\*, *Glendale Muni court*  
Sharayah Montgomery, *Yuma Superior Court*  
Jayne Pendergast, *Maricopa Superior Court*

### MEMBERS ABSENT

Mohyeddin Abdulaziz  
Jackie Barrett  
RJ Hurley

### AOC STAFF

Richard Blair, *ITD*  
Stewart Bruner, *ITD*  
Eric Ciminski, *ITD*  
Rod Franklin, *ITD*  
Steve Gavette, *ITD*  
John Glowacki, *ITD*  
Tina Hladik, *ITD*  
Brandy Killian, *CSD*  
Denise Lundin, *CSD*  
Christine Olea, *ITD*  
Lou Ponesse, *ITD*  
Jim Price, *ITD*  
Steele Price, *ITD*  
Renny Rapier, *ITD*  
Tony Sita, *CSD*

\* indicates appeared via telephone

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## WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 a.m. He welcomed members and conducted a roll call of those present in the room and on the phone. After confirming that a quorum existed, he requested discussion or a motion regarding the minutes of the December 4<sup>th</sup>, 2015 TAC meeting.

### MOTION

**A motion was made and seconded to accept the minutes of the December 4, 2015 TAC meeting as written, with the understanding that issues still exist with the 384 kbps limit on video traffic and pricing for USB attached printers. The motion passed unanimously.**

### UPDATE

#### WINDOWS 10 UPGRADE

Lou Ponesse  
Tina Hladik

Lou Ponesse, Administrative Office of the Courts (AOC) Customer Support Center Manager, and Tina Hladik, AOC Windows 10 Project Manager, provided a brief progress update on the pilot of Windows 10 underway at the AOC. Early adopters worked through issues quickly in November and December; no open problem tickets remain. Microsoft resources have been testing and assisting behind the scenes in support of crafting a statewide rollout strategy. Tina offered TAC members the opportunity to join the pilot and test local applications by upgrading an existing PC while Microsoft is available to assist. She communicated the coming perpetual upgrade timeline associated with Windows as a Service once Windows 10 is fully in place. Karl added that the model implies a continual testing component as well.

Kyle Rimel brought members up to date on FTR's recent move to a subscription model that will ultimately be more costly for courts and shared his hope that all FTR users would band together to attain better pricing. Karl warned about the downside of subscription agreements as vendors all change over to the new model. He also mentioned various features of Windows 10 that have infrastructure implications for courts.

### DISCUSSION / APPROVAL

#### FY16 ARCHITECTURE TARGETS UPDATE

Steele Price

Karl directed members to the remaining few items in the architecture table requiring discussion before recommending the updates to Commission on Technology (COT). A revised redline of changes, including updates from the December meeting, was provided for members to highlight any remaining controversial items. Staff member Stewart Bruner reviewed the table of suggestions and requested approval for forwarding it to COT as amended.

Members and AOC Network Operations representatives then discussed Kyle's proposal that the 384 kbps restriction on video transmission be lifted or the requirements of Criminal Rule 1.6 and ACJC Section 5-208 for remote appearances by video be reduced. Newer transmission protocols may enable greater compression and as a result increase available bandwidth. The chair requested a comparison of the cost of increased bandwidth stemming from a 512 kbps limitation against the cost of implementing the new H.265 protocol to increase compression, especially with Polycom units. Removing the limit for video on any local subdomains of AJIN was also

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proposed. In summary, Karl stated that COT must ultimately make the determination of validity of the business need for 512 kbps throughput on AJIN. More research will be accomplished on implications of extending the video limit to 512 kbps before the June COT meeting.

## MOTION

**A motion was made and seconded to recommend to COT the revisions to the enterprise architecture standards table as presented with changes indicated from discussion in the meeting. The motion passed unanimously.**

## REVIEW/ APPROVAL

## INFORMATION SECURITY UPDATE / MINIMUM SECURITY REQUIREMENTS

Richard Blair

Richard Blair, AOC's Manager of Infrastructure Operations, reported on the progress of remediating recent vulnerability audit findings at AOC and in several counties. He explained why the follow-up audit results by the same organization are being challenged and promised results to the audited counties just as soon as the dispute is resolved.

Karl provided the context for compiling a set of minimum security controls to proactively strengthen local security practices in a way that makes sense in the context of business needs. Rich then proposed several changes in response to comments received on the content of the table since the previous TAC meeting. In response to a concern raised about the cost and timeline for meeting the minimum requirements, Karl emphasized that savings for one court must be balanced with the risk introduced for all the other courts connected to the network. He also argued for inclusion of a requirement for removing files of terminated employees, even though it represents a non-security-related best practice.

Members questioned a few items in the table and the way various requirements relate to their particular court. Some requirements, like access logging, better wording for screen saver time periods, and authentication prior to password resets, still require more research and word-smithing. The chair directed staff to update the list of minimum requirements based on discussion and research, then recirculate it for members to review in preparation for approval at the May 6 TAC meeting.

## DEMONSTRATION

## E-UNIVERSA END-TO-END E-FILING

Jim Price, Mary Foltz, Tony Sita

Jim Price, project manager for statewide e-filing with eUniversa introduced Mary Foltz, Tony Sita, and Eric Ciminski to demonstrate e-filing from beginning to end. Jim also detailed the Tier 1 through 3 support strategy associated with the solution. Jim and Mary explained how access is granted to electronic filings in a court case and confirmed that access to restricted or sealed filings is never allowed for filers.

Mary showed the attorney login, adding multiple filings to an existing case, revising a filing before submitting for clerk review, paying for the submittal or exercising a fee waiver, and eUniversa's validation step. Tony logged into AJACS as a clerk to demonstrate the review and acceptance of the documents submitted by Mary. He displayed the information available in AJACS related to the filing. He confirmed that no documents are available in AJACS or the

public access website prior to being accepted and finalized in clerk review. Mary explained how eService gets performed within eUniversa.

Eric briefly recounted progress made in the month-long eBench pilot with 5 judges in Yavapai Superior Court as they transition to an all-digital operation. He reminded members that eBench is predicated on the court's populating the central document repository. In answer to a question, Eric, Mary, and Tony detailed the process flow of orders being filed by judges. Eric clarified confusion about which roles have access to eBench and the cost structure associated with that access.

## UPDATE

## KEY PROJECT UPDATES

Karl Heckart

Karl provided members with very brief status updates on the high priority projects AOC is currently involved with, including:

- Remaining activities of the Yavapai eUniversa e-filing pilot and subsequent changes in AJACS to address any issues. Rural rollouts will begin after that and will likely trail eBench adoption county by county. Extensive work needs to be done to transition the urban counties to a multi-vendor model using eUniversa as the electronic filing manager within 18 months and to enable case initiation at Maricopa Superior Court. Jim Price recapped his approach with technical staff at Pima Superior Court thus far. XML standards for criminal e-filing are nearing delivery for a pilot and ratification by the Criminal Justice Commission.
- Document hyperlinking for filers, starting with appellate court documents, now in the proof-of-concept stage. Karl mentioned various issues that must be worked through.
- The path for further adoption of the AJACS LJ CMS at Tucson Municipal Court then 17 Pinal limited jurisdiction (LJ) courts. Work continues on AJACS 6.0 for adoption by superior courts to place them on the same code set as the LJ courts. eFiling is being rolled out with AJACS 3.9 rather than 6.0.
- Completion of eAccess, which is experiencing resource constraints. Success is dependent on loading Maricopa Superior Court data and completing all Supreme Court Rule 123 business logic. Debate is underway about how public to make the initial launch.
- Move of the AOC disaster recovery site to the GovNet data center in Phoenix, triggering some outages.
- The progress of online citation payment testing with Xerox to integrate with AJACS, initially at Pima LJ courts. AZTEC courts seem to be moving toward nCourt for their citation payment processing, so consideration is being given to very basic integration with AZTEC.
- Progress with automated destruction of records in accordance with the final report of the Electronic Records Retention and Destruction (ERR&D) Committee. AJACS courts will be covered by the AJACS 6.0 release. AZTEC courts are being worked on, as well. AOC is synchronizing deletions with the data warehouse and Xerox. Eric added that initial reports of cases subject to deletion will be delivered in discussions with ACAP courts one county at a time.
- The situation with removal of a shared folder structure used since the Vista PC rollout. Stewart added details of a two-step process that will freeze the folders to any new files then eventually remove access altogether.

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- JOLTSaz progress as the rollout proceeds through the state. Completion will leave only a single application on the AS/400 preventing decommissioning.

## **UPDATE STATEWIDE ONBASE ADMINISTRATORS' UPDATE** Stewart Bruner

Stewart Bruner, wearing his OnBase hat, informed members of the detailed progress with upgrades to Version 15 at the AOC and around the state then shed light on counties not yet contributing documents to the CDR. He reminded members that Version 17 will no longer include the OnBase Desktop functionality, so AOC is investigating the Unity Client as a replacement. He communicated certain issues that affect document transfers to AOC. Karl added his concern about courts not keeping sufficient staffing levels to maintain and repair local technology items, especially as integration becomes more prevalent.

## **REVIEW/ APPROVAL ACJA 1-507 CHANGES FOR VIRTUAL TAPE LIBRARIES** Randy Kennedy

Stewart introduced Randy Kennedy's proposed changes to ACJA 1-507 to accommodate virtual tape libraries and cloud backups. Randy provided details. Stewart also reviewed several other requirements proposed for change while the document was under review. Members debated at length the addition of "or equivalent working knowledge" to the certification requirements for Windows Server and SQL administrators in Section (D)(5)(a). The chair directed Tom Carroll and Randy to craft better wording that indicates a minimum proficiency level for courts to enforce in the absence of an authoritative certification source before routing the proposed changes to the Arizona Judicial Council subcommittees.

## **UPDATE INFORMATION TECHNOLOGY STRATEGIC PLANNING CYCLE** Stewart Bruner

This topic was omitted in the interest of time.

## **UPDATE KEY LOCAL PRIORITY TOPICS** Roundtable

This topic was omitted in the interest of time.

## **CALL TO THE PUBLIC** Karl Heckart

Jared Nishimoto announced his desire to offer FEMA-sponsored cybersecurity training in Flagstaff to at least 15 information security professionals using resources. Stewart agreed to forward an interest-seeking e-mail from Jared to members and Ken DeWitt offered to do the same to County CIOs. After hearing no further discussion from members or the public, Karl entertained a motion to adjourn the meeting at 2:05 p.m.

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|---------------------------|----------------|--------------------------------------|
| <b>Upcoming Meetings:</b> | May 5, 2016    | AOC – Conference Room 230 (COT Prep) |
|                           | August 5, 2016 | AOC – Conference Room 230            |

**MEETING ADJOURNED** 2:05 PM