

Arizona Judicial Branch

INFORMATION
TECHNOLOGY
STRATEGIC
PLAN

2006 – 2008

FOR THE COURTS
OF THE
CITY OF TEMPE



TABLE OF CONTENTS

<u>ITEM</u>	<u>PAGE NO.</u>
PLAN DEVELOPMENT TEAM	3
INTRODUCTION.....	4
SUMMARY	4
MISSION:.....	6
VISION:.....	6
AUTOMATION GOALS	7
CASE AND FINANCIAL MANAGEMENT SYSTEM DEVELOPMENT.....	8
FY 2004 ACCOMPLISHMENTS	11
FY 2005 COMPLETED OR IN PROCESS.....	12
APPENDIX.....	13
HARDWARE ENVIRONMENT	13
OTHER EQUIPMENT	13
SOFTWARE ENVIRONMENT	13
DEVELOPMENT HARDWARE ENVIRONMENT	14
DEVELOPMENT SOFTWARE ENVIRONMENT	14

PLAN DEVELOPMENT TEAM

The Tempe Municipal Court Management Team developed and maintains this Plan. The team includes:

Tom Brady, Court Manager

Rick Rager, Deputy Court Manager/ Automation Manager

Mark Stodola, Deputy Court Manager/Budget Manager

Jennifer Dubois, Court Services Supervisor

Jacque Frusetta, Court Services Supervisor

Christy Slover, Court Services Supervisor

Carla Tack, Court Services Supervisor

Jeanette Wiesenhofer, Court Services Supervisor

Frankie Valenzuela, Management Assistant

Bill Strout, Business Analyst, Information Technology Division

Craig Erwin, Senior Programmer Analyst, Information Technology Division

C. Danny Pugh, Programmer (Contract)

Approved: Louraine C. Arkfeld, Presiding Judge

INTRODUCTION

This document reflects the automation and technology history and vision of the Tempe Municipal Court. In addition, the 2005 Court Information Technology Strategic Plan outlines recent technology accomplishments and strategic initiatives.

As with most technology, this Strategic Plan is dynamic and flexible. It is intended to aid the Court in meeting service delivery needs in an environment of defined fiscal and human resources that are unlikely to increase significantly. Given this framework, it is critical that automation be utilized in a well-reasoned manner in order to overcome various constraints.

Summary

Last year's Strategic Plan outlined the goal of an Integrated Criminal Justice System within the City of Tempe. Significant progress occurred with the development of a Prosecutor Module that was completed during a three-month stint utilizing programming resources primarily dedicated to the Court. The Module was completed in May 2004.

The Tempe Municipal Court has successfully improved its in-house case management system for many years. The 2004 Strategic Plan explained the Court's intention to migrate its application from an HP e3000 to an HP 9000 with a UNIX operating system. The application is written in COBOL and plans were articulated to use AcuCOBOL's *Acubench* development tool to modify existing COBOL code into COBOL for .NET. The impetus for this decision was the result of pending support issues for the HPe3000 server along with pronouncements by high-level Information Technology staff at the Administrative Office of the Courts (AOC) that the statewide case management system, known as AZTEC, had reached the end of its lifecycle.

After further consideration, Tempe Municipal Court staff concluded that a system migration resulting in another application written in COBOL would not adhere to the authorized programming language articulated in the *Arizona Judicial Branch Enterprise Standards* effective March 18, 2004, nor would such a migration take full advantage of existing and emerging technology sets. At that point the Court considered alternatives, including a partnership with Maricopa County Superior Court in writing a limited jurisdiction application (including a financial component) of its iCIS general jurisdiction case management system.

On May 24, 2004 the Tempe Municipal Court presented the idea of pursuing a path of writing a case and financial management system written in Visual Basic.NET operating on Windows 2003 servers and a SQL database, to the Court Automation Coordinating Committee (CACC). That body endorsed the project concept at that time. On June 22, 2004 CACC received a project update and on July 16, 2005 the Tempe Municipal Court submitted a *Judicial Project Investment Justification* (JPIJ) to the Commission on Technology (COT). The COT approved the JPIJ and authorized the entire allocation of its limited jurisdiction case management development monies to the Tempe Municipal Court at its August 2, 2004 meeting. The allocation of State Judicial Collection Enhancement Funds (JCEF) was intended to help offset some programming and

resource costs that would be incurred by the Tempe Municipal Court during the case and financial management system development.

Ultimately, the City of Tempe, and by extension the Tempe Municipal Court, entered into an Intergovernmental Agreement with the AOC on October 21, 2004. This cooperative arrangement seeks to develop a case and financial management system for the Tempe Municipal Court with the goal of leveraging this effort into a potential replacement for the AZTEC system.

Given the aforementioned developments, this year's strategic plan will concentrate on the case and financial system development, which will clearly dominate our technology efforts. The plan also outlines recent technology accomplishments and enhancements to the existing legacy application, which will remain in active use during development. The anticipated completion or "go live" date for the Tempe Municipal Court's new application is September 2006.

TEMPE MUNICIPAL COURT

MISSION:

To contribute to the quality of life in our community by fairly and impartially administering justice in the most effective, efficient, and professional manner possible.

VISION:

Work together to serve the public.
Treat the public and each other with courtesy and respect.
Be ethical in all that we do.
Communicate honestly and openly.
Be sensitive and caring.
Welcome and value individual differences and diversity.
Reward well-intentioned and well-reasoned risk taking.
Praise and reward fully, discipline sparingly.
Be energetic and hard working.
Make every day in the Court both positive and productive.

AUTOMATION GOALS

- To effectively and efficiently accomplish the court's Mission and Vision.
- Given limited opportunity for staffing increases, we seek to maximize productivity of existing court staff through the effective use of automation.
- To expedite court dockets, procedures, and processes.
- To improve the public's overall access to court records.
- To ensure compliance with court judgments and orders.
- To facilitate professional and cost effective management of the court organization.
- To constantly meet and maintain the Minimum Accounting Standards (MAS) and all other directives issued by the Arizona Judicial Branch (Arizona Supreme Court's Administrative Office of the Courts or Maricopa County Superior Court).
- To help create a local Integrated Criminal Justice System (ICJS) including the Court, Prosecutor's Office, Police Department, and Social Services (Diversion).
- To interface seamlessly with other government and outside agencies.
- To provide required data and electronic transfers to Supreme Court and Superior Court on a timely basis.

CASE AND FINANCIAL MANAGEMENT SYSTEM DEVELOPMENT

The Tempe Municipal Court's current case management system operates on a HP e3000 server, which Hewlett Packard will cease to support in the near future. The current case management system is a legacy application written in COBOL. The initial development of the system began in 1991 with the most significant system enhancements occurring during the past eight years.

Initially, the Court intended to migrate its application from the HP e3000 to a HP 9000 with a UNIX operating system. After further analysis, the Court planned a migration involving Windows servers and a .NET solution using a development tool to migrate existing COBOL code into COBOL for .NET. This solution would have offered many direct benefits to the Tempe Municipal Court but is not written in a preferred programming language as articulated in the *Arizona Judicial Branch Enterprise Architecture Standards* adopted by the Commission on Technology (COT) on January 9, 2004 and later codified in *Arizona Code of Judicial Administration 1-505* (as adopted by Administrative Order 2004-18, effective March 18, 2004).

Tempe Municipal Court demonstrated its current application to representatives of various courts on February 17, 2004, and according to written feedback from those participants, most felt the system was highly functional, efficient, and had strong case management and financial capabilities.

During an extensive evaluation process in preparation for the Court's intended system migration the Court met with representatives of both Maricopa County Superior Court and the Administrative Offices of the Courts (AOC) exploring potential partnerships with each entity. In Maricopa County the iCIS modification for justice courts will not initially be in a .NET environment, although that is an intended path. The Tempe Municipal Court was not in a position to commit resources to a project that would have interim benefit, but would still require additional coding/modification to ultimately result in a .NET application. After further consideration and discussion with AOC personnel, Tempe Municipal Court staff concluded that a system migration resulting in another application written in COBOL that maintained the same underlying structure, would not take full advantage of existing and emerging technologies.

The Tempe Municipal Court is pursuing a development path, with the application to be written in Visual Basic.NET operating on Windows 2003 servers and an SQL database, which not only meets its needs, but will result in a case and financial management system that may have utility for other limited jurisdiction courts. The potential migration path involves significant consultation with AOC personnel and was endorsed, in concept, by the Court Automation Coordinating Committee (CACC) at its May 24, 2004 meeting. The CACC received an initial project update during its June 29, 2004 and has been receiving regular monthly updates since then.

On July 16, 2005 the Tempe Municipal Court submitted a *Judicial Project Investment Justification* (JPIJ) to the Commission on Technology (COT). The COT approved the JPIJ and authorized the entire allocation of monies (\$250,000) planned for limited jurisdiction case management development monies to the Tempe Municipal Court at its August 2, 2004 meeting. The allocation of State Judicial Collection Enhancement Funds (JCEF) was intended to help offset some programming and resource costs that would be incurred by the Tempe Municipal Court during the case and financial management system development.

Ultimately, the City of Tempe, and by extension the Tempe Municipal Court, entered into an Intergovernmental Agreement with AOC on October 21, 2004. This cooperative arrangement seeks to develop a case and financial management system for the Tempe Municipal Court with the goal of leveraging this effort into a potential replacement for the AZTEC system.

The “official” project kick-off occurred on November 4, 2004. Early on it became apparent that it was insufficient to have only one full-time analyst dedicated to the project. On December 20, 2004 another analyst was added to the development team. This position is an AOC employee, but is funded out of the \$250,000 State JCEF grant for the intended duration of the project. The total personnel costs for this position will be \$153,400; leaving \$96,600 that will be used for contract services.

On February 03, 2005, the Tempe City Council approved sole source procurement to contract with Visible Systems Inc. to provide code generation using the *Visible Developer* product. Significant planning, specification writing, database work, etc. occurred throughout the project in anticipation of the first phase of work with Visible Systems. On February 28, 2005 two Visible Developers arrived on-site and began coding work on the manual process for complaint entry. This work is scheduled to last through March 17, 2005. As of this writing (March 7, 2005), the project continues to move forward and there are preliminary indications that the current strategy and work by the Visible Developers will be successful.

It is anticipated that the development team should be in a position to demonstrate a complaint entry module with significant functionality to all Tempe Municipal Court staff by early April 2005.

After input from the Court’s user community and following any modifications/adjustments, it is the team’s intention to demonstrate the complaint entry module to all interested parties in the court community including a project review committee that has been formed, members of the Court Automation Coordinating Committee, the Technical Advisory Council, the Commission on Technology, and AOC and Tempe Information Technology staff. This should occur in late April to early May 2005.

The greatest challenges to ultimate completion of the case and financial management system development including the intended implementation date of September 4, 2006, center on resource allocation.

The present development team includes:

- Harvey Lowe, Project Manager/Analyst, AOC
- Amy Drew, Analyst, AOC
- Danny Pugh, Lead Programmer, City of Tempe (contract)
- William Earl, System Architect, AOC
- Rick Rager, Automation Manger, Tempe Municipal Court
- Craig Erwin, Programmer, Tempe Information Technology
- Fred Prose, Database Design, AOC (contract)
- Jennifer Dubois, Subject Matter Expert, Supervisor, Tempe Municipal Court
- Jacque Frusetta, Subject Matter Expert, Supervisor, Tempe Municipal Court
- Christy Slover, Subject Matter Expert, Supervisor, Tempe Municipal Court
- Carla Tack, Subject Matter Expert, Supervisor, Tempe Municipal Court
- Jeanette Wiesenhofer, Subject Matter Expert, Supervisor, Tempe Municipal Court
- Tom Brady, Court Manager, Tempe Municipal Court
- Bill Strout, Business Analyst, Tempe Information Technology

This group is performing admirably throughout the project and while there may appear to be a significant number of people on the development team; the reality is that only three individuals are full-time dedicated to the project. Most others are in the position of juggling various responsibilities, and in the case of court staff, day-to day operations. This remains a significant challenge even with their commitment to the overall project.

The next pending concern related to the project involves quality assurance and testing. The AOC has offered some assistance for a short duration to aid in developing a testing plan. However, it is clear that at some point during this project a full-time dedicated testing expert will need to be added to the development team.

Another looming issue is data migration. Currently the City's IT programmer and IT business analyst have been assigned this task, with support being offered by the lead programmer, who has many other responsibilities as well. The City's IT programmer is also supporting the existing application and therefore, has significant constraints in being able to more significantly impact this tremendous task. The business analyst has approximately 20 hours per week to perform duties associated with the project and his time too, is very limited. The Tempe IT Department has voiced support of the project, but unfortunately has been unable to offer much in the way of resources, citing other commitments, priorities, and the fact that this type of application development is contrary to their prevailing philosophy of a vendor-driven model.

Realistically, as this project continues to progress and demonstrate success, it will become increasingly necessary to call upon any available resources to ultimately aid in the completion of this case and financial management system (beyond seeking contract options for key personnel). Other courts with a vested interest in a potential statewide application will also have to dedicate personnel on a regular basis to see this project to fruition within the ambitious, but attainable, timeframe.

In spite of the many challenges surrounding a project as complex as this one, the Tempe Municipal Court remains committed to successfully developing a case and financial management system that will have a direct and positive impact to the criminal justice system and those working, appearing, and accessing services within this jurisdiction.

FY 2004 ACCOMPLISHMENTS

- Data Correction Program. Augmented existing data correction programs completed in prior fiscal year to give Court supervisors further abilities to correct data entry errors that previously could have only been addressed by City IT personnel. Programs focus on issues most commonly found in the current case management system data entry screens. COMPLETED.
- Calendaring System and Display Monitors. Purchased *docketCall* software and associated hardware to extract information from the Court's database and then display all court proceedings on monitors. First Phase previously completed with placement of display monitors outside all courtrooms. Phase Two completed when bank of four monitors were installed in conjunction with the Single Point of Entry (SPOE) lobby addition. The calendar display system assists court users in locating the courtroom and floor where their matters are scheduled. Funding obtained through local JCEF grant. PHASE II COMPLETED.
- Court Security and Detection System. The Court received approval to use local JCEF monies to purchase an X-Ray system, walk-through metal detector and related security items for the SPOE lobby addition. COMPLETED.

FY 2005 COMPLETED OR IN PROCESS

- Case and Financial Management System Development – As previously mentioned this will be the focal point of technology efforts during the next two fiscal years. ON-GOING.
- Courtroom/Jury Assembly/Training Room Addition. The Court will add another courtroom on the building's third floor in the space that was vacated by the Prosecutor's Office. This courtroom will be larger than any of the existing courtrooms and will allow the hearing of matters, such as arraignments, that involve large numbers of people. This is necessary given the increased size of court dockets. A jury assembly room will also be added providing greater capacity and comfort for jurors. The inadequate size of our current jury room is a consistent complaint on juror surveys. When not being used for juries, this room will also function as a training/conference room for staff. The Court intends to purchase audio-visual media to facilitate training, possibly by requesting local JCEF monies. Because of safety mandates, construction of the courtroom and jury assembly/training room is contingent upon completion of a third floor evacuation route. The exiting and courtroom plans have been completed and Job Order Contracting will begin soon to hire a contractor. Construction is expected to begin in May 2005. IN PROCESS.
- Electronic Disposition Reporting – This is a planned feature of the case and financial management system development. The Court and Police Department are working on an electronic process whereby a *LiveScan* fingerprint will initiate a query to the Department of Public Safety (DPS). Information obtained on a defendant from DPS will then be automatically inputted into the Police Department's record management system. In turn, all charge and defendant information will be exported to the Court's case management system, thus streamlining the data entry process and minimizing potential errors. Upon case disposition, the Court will transmit case outcomes to DPS (currently a manual process). The data transmission protocol will utilize MQ client technology. The electronic reporting of criminal case dispositions to the DPS will improve the timeliness and integrity of criminal history information. IN PROCESS.
- Integrated Criminal Justice System (ICJS). Conduct further evaluation of the integration of the court, police, prosecutor and social services for increased enhancements. ON-GOING.
- Refund Warning – Developed prompt to warn user if a potential invalid credit could potentially be created and requires user to check "yes" to override and "no" to discontinue. This prompt resulted in a reduction in the number of invalid credits that had previously required programmer intervention. COMPLETED.

APPENDIX

CURRENT ENVIRONMENT:

Hardware Environment

- HP e3000 Server
- HP NT Server
- All desktop PC's are COMPAQ EVO D-510 with Pentium 4 Processors/2.4 G; 512 mb RAM; 40 G hard drive w/ 17 inch Compaq 1720 LCD flat panel displays.
- (2) Compaq Servers Primary/Redundant – ProLiant ML 350 w/ 4.7 GB DVD RAM/R (digital recording)
- Dell Windows 2000 Server – PowerEdge 400SC (calendar display)

Other Equipment

- (2) Canon DR – 5020 High Speed Scanners
- (3) Fujitsu 3093 Scanners
- Via Video conferencing equipment
- Various printers

Software Environment

- Judicial System (Internal Case Management Application)
- Windows XP
- Microsoft Office Suite XP
- Outlook XP
- Seagate Info/Crystal Reports v. 8.5 and v. 10
- SIRE (document imaging)
- PeopleSoft HMRS
- PeopleSoft Financials 7.5
- Tab Quick
- Expedite for Windows
- HART (credit reports for Financial Services)
- CourtSmart (digital recording)
- docketCall by InFax (calendar display)
- Juror for Windows (jury management system)
- SPSS 11.0
- Visio
- Acrobat Reader
- Contivity VPN Client (interface with Motor Vehicle Department)

CASE AND FINANCIAL MANAGEMENT SYSTEM ENVIRONMENT:**Development Hardware Environment**

- Windows Development Server
 - Two Intel Xeon Processors MP at 3.0 GHz (4MB Integrated Level 3 cache) up to four supported
 - 2048 MB PC 1600 Registered ECC SDRAM (standard) to 32 GB (maximum) - 4x1 interleaved and HP Advanced Memory Protection Technology
 - Up to 4 internal hot plug 1” hard drives supported
 - Two 800W Hot Plug Redundant Power Supplies (low line or high line)
 - Six total PCI-X slots (5 available) – all 64-bit/100 MHz (four hot plugs available – integrated on system board)
 - Two Intel Xeon Processors MP 3.00 GHz/4MB – 8 GB Base Memory 4x2048
 - Windows 2003 Enterprise Edition + 25 CALs (not installed) or MSDN Universal/Servers (depends upon cost of 2003 Enterprise Edition vs. MSDN Universal)
 - Standard One Ultra3 SCSI Drive Cage (2x2 Duplex std or 4x1 Simplex)
 - Integrated Smart Array 5i Plus Controller (Dual Channel, Ultra3) Standard Battery Backed Write Cache Enabler (up to 64MB Write Cache)
 - RAID 1 drive set (requires two matching hard drives)
 - Two 72.8GB Pluggable Ultra320 SCSI 15,000 rpm Universal Hard Drive (1”)
 - 1.44MB Floppy Disk Drive Slim Line CD-RW/DVD-ROM 24X Combo Drive

Development Software Environment

- Visible Developer
- Visual Studio
- Access
- Crystal Reports v. 10
- SQL 2005 (Yukon)
- VB.NET
- Visual Source Safe
- Test Director
- Microsoft Office Suite XP
- Outlook XP
- Visio