

Administrative Office of the Courts

Strategic Plan for Information Technology

David L. Ratley, Director

January 10, 2005



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Executive Summary

The AOC began the Strategic Planning process by developing a high-level plan focused on Information Technology. Input from a broad group of AOC Leadership, AOC Information Technology resources and representatives from each of their customer groups met to:

- Develop an understanding of the AOC's customer interactions;
- Identify the services and programs currently supported by the AOC IT organization;
- Gain an understanding of AOC IT's customers priorities of current and future information and service needs;
- Establish a strategic map for the IT organization; and
- Align and prioritize the services and programs with the strategic map.

With the completion of this effort, a Strategic Vision and Map for 2005 through 2007 was developed that will enable AOC IT to begin to prioritize and deliver the services that will best support the judicial system.

Additionally, an action plan has been created to outline the next steps required for AOC to begin to implement this vision.

Strategy Articulation Map for AOC IT 2005 - 2007

Drivers	Vision	Mission	Guiding Principles
	<ul style="list-style-type: none"> • Support AOC statutory mandates • Promote clear understanding of responsibilities • Fulfill the IT needs of the individual courts and the judicial system • Serve as judicial data agent for the state • Implement technology to improve the quality of justice 	<p>To provide information technology services to the AOC in its mission to support the judiciary</p>	<ul style="list-style-type: none"> • Partner with the courts to meet their technology requirements • Use technology to improve processes for the benefit of the courts • Make technology decisions with consideration of value provided to the courts • Ensure the use of technology and information benefits the courts • Utilize resources in an effective and fiscally responsible manner within staff constraints • Adhere to current technology and legal standards • Utilize available solutions/resources prior to building new solutions or outsourcing • Maintain up-to-date technical & managerial skills among staff

Differentiators	Statewide Statutory Authority	Judicial Data Resource	Focus on Judiciary	Data Archive	Unique Court Expertise	Enterprise Technical Capacity
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Strategic Objectives	<p style="text-align: center;"><u>Court Support</u></p> <ul style="list-style-type: none"> • Case Management • Grant Lifecycle Support 	<p style="text-align: center;"><u>Integrate Data</u></p> <ul style="list-style-type: none"> • Research Information • Exchange Information with the State • eFiling / XML • Data Migration 	<p style="text-align: center;"><u>Information Availability</u></p> <ul style="list-style-type: none"> • Court Information Database (CID) • New Application Development • Product Consulting • Application Maintenance and Support 	<p style="text-align: center;"><u>System Accessibility</u></p> <ul style="list-style-type: none"> • Provide IT Infrastructure • SUSTAIN Vendor Management • Secure Access and Availability • Desktop Support 	<p style="text-align: center;"><u>Customer Support</u></p> <ul style="list-style-type: none"> • Judge Support • GCAC Support • Council/Committee/Commission Support • Onsite Field Support • Training • IT Effectiveness
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Key Initiatives	<p style="text-align: center;"><u>Court Support</u></p> <ul style="list-style-type: none"> • Motor Voter • TIPS • Web Fee Calculator Exp • SUSTAIN • SUSTAIN Citrix • Charger for Prosecutors • Web Fee Calculator • GA Jury • Court Reporter Rewrite 	<p style="text-align: center;"><u>Integrate Data</u></p> <ul style="list-style-type: none"> • OXCI / National Standards • Child Support eFiling • Research Database Automation with CIS • CID • Electronic Signatures • Push Research Data to Communications 	<p style="text-align: center;"><u>Information Availability</u></p> <ul style="list-style-type: none"> • SSCIS • Law Enforcement Data Exch. • Drug Court Info. System • Case Counts – State, Juvenile, Municipal • Information Exchange • Private Probation • Websites 	<p style="text-align: center;"><u>System Accessibility</u></p> <ul style="list-style-type: none"> • Employee Tracking DB • Remote Access • Host Servers • Web & Application Server Maintenance • Asset Management • Terminal Services • Infrastructure Monitoring 	<p style="text-align: center;"><u>Customer Support</u></p> <ul style="list-style-type: none"> • HEAT • SUSTAIN local Installs • Desktop Support • Training Courses • Peripheral Support • Judge Support • Trial Court Desktop Software • GCAC Support
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Metrics & Measures	<p style="text-align: center;"><u>Court Support</u></p> <ul style="list-style-type: none"> • % Courts Submitting Data • # Courts Supported 	<p style="text-align: center;"><u>Integrate Data</u></p> <ul style="list-style-type: none"> • Avg. Time to complete research request • Time savings to courts 	<p style="text-align: center;"><u>Information Availability</u></p> <ul style="list-style-type: none"> • Is there an Application Architecture defined? • Simplified environment? • How many automated? 	<p style="text-align: center;"><u>System Accessibility</u></p> <ul style="list-style-type: none"> • % Up-time / Reliability • Maintenance Frequency • % Remotely Managed users • Published release schedule 	<p style="text-align: center;"><u>Customer Support</u></p> <ul style="list-style-type: none"> • Calls/Tickets Received/ Addressed • Average Turnaround Times on Requests • Survey Results • # Ad hoc Requests
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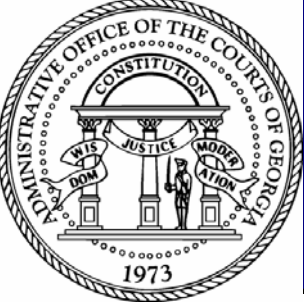
Approach Overview

The AOC began the Strategic Planning process by developing a high-level plan focused on Information Technology that will be used to set the direction for a detailed version of an overall IT Strategic Plan to be completed within the next year.

Using facilitators to guide the information gathering process, a broad group of AOC Leadership, AOC Information Technology resources and representatives from each of their customer groups met in a two day off-site session to focus on:

- Developing an understanding of the AOC's customer interactions;
- Identifying the services and programs currently supported by the AOC IT organization;
- Gaining an understanding of its customers priorities of current and future information and service needs;
- Establishing a strategic map for the IT organization; and
- Aligning and prioritizing the services and programs with the strategic map.

Note: See Appendix for attendees list.



Customer Interaction Diagram

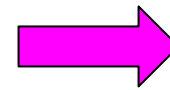
The AOC IT organization interacts with a large, diverse group of organizations:

Suppliers

- Clerk's Authority
- All Classes of Courts Councils
- Research Section
- Judges and Court Personnel
- Most Classes of Courts
 - > Supreme
 - > Superior
 - > State
 - > Juvenile
 - > Probate
 - > Magistrate
 - > Municipal
- Private Probation
- Internal AOC Staff
- Georgia Technology Authority
- Court Interpreters
- Specialty Courts



AOC IT



- Case Count Info
- Financials
- Data in from Field
- Judicial Personnel Info
- Demographics
- Electronic Data
- Language Translations
- Certifications

- Statistical Information
- Reporting
- Financials
- Case Load
- Demographics
- Court Organization
- Pass Through
- PC/Email/etc.
- Ad Hoc Statistics
- Individual Requests
- Web Master
- General Technology Questions
- AOC Process and Data

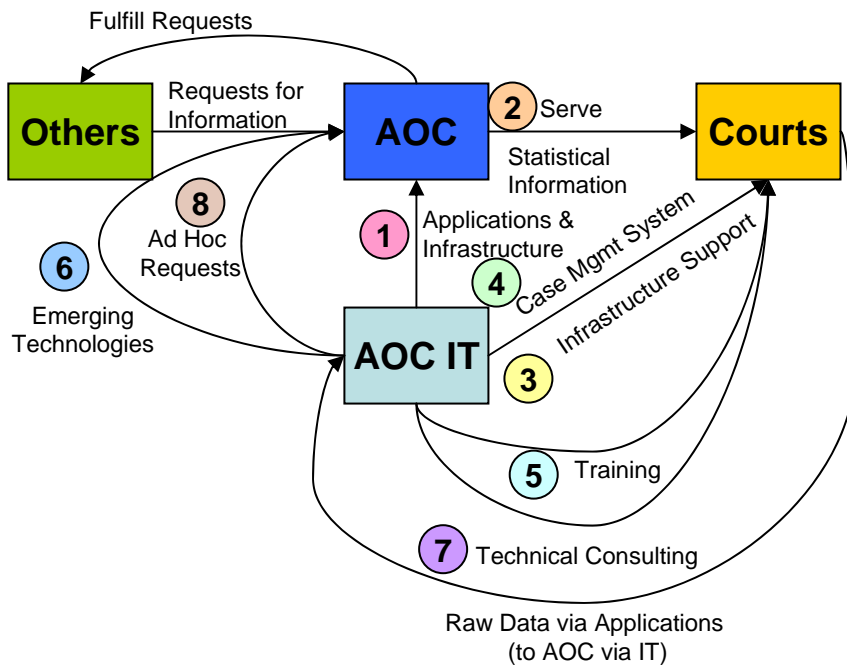
Customers

- Judicial Council
- Press
- Dept. of Motor Vehicle Safety
- Colleges and Universities
- Governor
- General Assembly
- Dept. of Human Resources
- Trial Court and Court Administrators
- County Commissioners
- National and Regional Organizations
- Public
- Grantors
- Judges
- Case Management Systems
- Public Defenders / DAs
- Internal AOC Staff
- Ga. Superior Court Clerks Cooperative Authority
- Ga. Technology Authority
- State Bar
- Appellate Courts
- Other AOC's
- Supreme Court Commissions & Committees



Service Flow Diagram

In order to communicate and gain an understanding amongst the group of the services provided by the AOC IT, a service flow diagram was developed to illustrate the key interactions.



Services

- 1 Internal Infrastructure
Internal Training/Support
Internal Applications
- 2 Provide External Reports/Information
- 3 External Infrastructure Support
- 4 External Applications
- 5 External Training/Support
- 6 Internal Emerging Technology/ Software Updates
- 7 External Technical Consulting
- 8 Fulfill Ad Hoc Requests for Data



IT Products and Services Today and in the Future

Further discussion yielded the products and services of interest to the customers which were divided into two main categories. Each of these categories were then further subdivided into specific services:

AOC IT Services

- Technical and Field Support
- Training
- Consultation
- Development
- Ongoing Operation of Applications and Report Generation
- Help Desk (Level 1,2,3)

Court Management Systems Services

- Record Keeping
- Data Extraction
- Filing to Disposition
- Producing Court Documents
- Accounting/Financial
- Imaging
- Technology
- Jury Management
- Calendaring



Prioritization Considerations

In order to prioritize the products and services provided by the AOC IT organization, the group first had to agree on the key drivers behind the priorities.

Prioritization Criteria Considerations

- Mandatory (“Core Duties”) vs. Optional (“Nice to Have”)*
- Cost/Budget
- Resources
- Enterprise/Statewide Impact

Primary Influencers

- AOC Managers
 - Also represent commissions, boards, other Judicial Council priorities, etc.
- Representative from each class of court
- Court Administrators / Clerks
- Georgia Courts Automation Commission

***NOTE:**

Core Duties (“Must Do”)

- By Statute
- By Policy/Rule
- By Contract
- AOC Internal Support

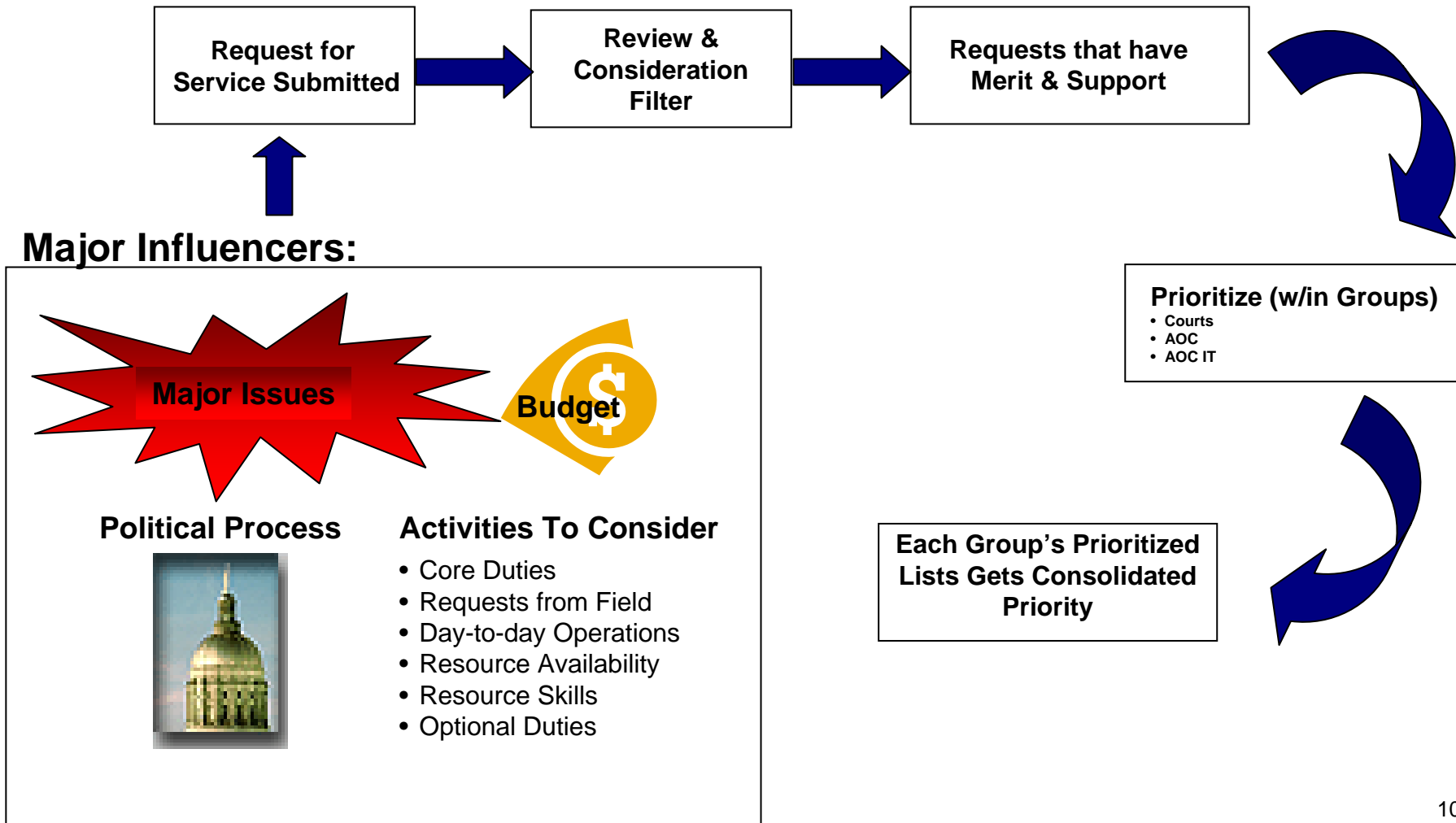
Optional (“Nice to Have”)

- Requests from field come in frequently
- Best effort to respond
- Emerging Technologies



Process for Setting AOC IT Priorities

Next, a process for applying prioritization was defined:



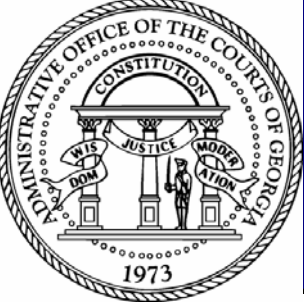


Consolidated Prioritization of Services

A preliminary combining and grouping of prioritized services yielded the following:

Priority	Area
1	Internal/External Infrastructure Support
2	Internal/External Applications
3	Internal/External Training & Support
4	Provide External Reports/Information
5	Fulfill Ad Hoc Requests
6	External Technical Consulting
7	Internal Emerging Technologies / Software Updates

Note: See Appendix for Prioritization Breakout #1 Detail results



Strategy Articulation Map Development

Once a common understanding of high-level priorities and needs was established amongst the group, the focus shifted to developing a plan or roadmap. The development of each component of the map incorporated feedback from the entire stakeholder group.

The activities included in developing the components of the Strategy Articulation Map included defining the:

- Mission Statement
- Vision
- Guiding Principles
- Differentiators
- Strategic Objectives
- Key Initiatives
- Metrics and Measures

The following slides contain the results of the group discussion in each of the above areas.



AOC IT Mission Statement

Mission

To provide information technology services to the AOC in its mission to support the judiciary



AOC IT Vision

Vision

- Support AOC statutory mandates
- Promote clear understanding of responsibilities
- Fulfill the IT needs of the individual courts and the judicial system
- Serve as the judicial data agent for the state
- Implement technology to improve the quality of justice



AOC IT Guiding Principles

Guiding Principles

- Partner with the courts to meet their technology requirements
- Use technology to improve processes for the benefit of the courts
- Make technology decisions with consideration of the value provided to the courts
- Ensure the use of technology and information benefits the courts and the justice system
- Utilize resources in an effective and fiscally responsible manner within staff constraints
- Adhere to current technology and legal standards (National, State and AOC)
- Utilize available solutions/resources prior to building new solutions or outsourcing
- Maintain up-to-date technical and managerial skills among AOC IT staff through training



AOC IT Differentiators

Key Differentiators

- Statewide Statutory Authority
- Judicial Data Resource
- Focus on Judiciary
- Data Archive
- Unique Court Expertise
- Enterprise Technical Capacity



AOC IT Strategic Objectives

Strategic Objectives

- Court Support
- Integrate Data
- Information Availability
- System Accessibility
- Customer Support

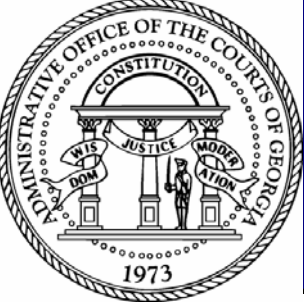


AOC IT Key Initiatives

Next, the group developed an inventory of all of the current, planned and future programs, projects and services they felt were needed to best support the courts in the next 2-3 years.

Using the previously defined prioritization process, this inventory of initiatives was subdivided to align with specific Strategic Objectives and then prioritized within each area by incorporating the influence of the Courts, AOC and AOC IT respectively.

The top priority results are contained in the Key Initiative section of the Strategy Articulation Map and are color coded to indicate a status of current (black), future (green) and “wish list” (blue) for each program/project initiative. Services provided by the AOC IT group were defined as either core (high priority), given a rank (medium priority), or designated as an internal function (low priority).



AOC IT Metrics and Measures

With the guidance that metrics and measures must be meaningful to all stakeholders and should provide an indication of progress, an initial discussion yielded the following measures for consideration:

Court Support

- % Courts submitting data
- # Courts supported

Integrate Data

- Average time to complete research requests
- Is there an architecture and strategy for integrating data?
- How many data sources need to be integrated?
- What are the time savings to the courts?

Information Availability

- Is there an Application Architecture defined?
- Is the environment simplified?
- How many applications are current on updates and patches?
- How many processes/applications are automated?

System Accessibility

- % Up-time/ Reliability
- Maintenance Frequency
- % of Remotely Managed users
- Is there a published Release/Upgrade Schedule?

Customer Support

- Calls/Tickets Received/Addressed
- Average turnaround times on requests
- Survey results
- # Ad Hoc requests

Note: Once the implementation of the plan has been finalized, these metrics and measures will need to be reviewed and updated accordingly.

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Inventory of Key Initiatives

Key Initiatives

Court Support

- Motor Voter (C)
- TIPS
- Web Fee Calculator Exp
- SUSTAIN
- SUSTAIN Citrix
- Charger for Prosecutors
- Web Fee Calculator
- GA Jury
- Court Reporter Rewrite
- New Statewide Jury System
- Web-based SUSTAIN
- Court Interpreters
- Court Reporting Application

Integrate Data

- OXCI / National Standards
- Child Support eFiling
- Research Database Automation with CIS – Courts, Personnel, Data about Courts, US Census, Jury Box Data
- CID
- Electronic Signatures
- Push Research data to communications for publications
- Judicial Circuit Connectivity & Data Exchange (b/n Case Management systems)
- Case Plan Reporting System for Child Support Orders
- JPIS
- Data Extract and Transmission Applications – Criminal SB50, Civil SB176, DMVS
- Council/Commission/Committee Support
- Interact with National Committees (C)
- Interface development to support State agencies
- Budget/Financial Preparation (I)

Information Availability

- SSCIS
- Law Enforcement Data Exch.
- Drug Court Information System
- Case Counts – State, Juvenile, Municipal
- Information exchange with other State agencies
- Private Probation
- Websites
- Automated Time & Travel Expenses Logs
- Case Count Application Rewrite
- Publish Courts directory electronically
- SSCIS Enhancements
- Document Management / Imaging project
- SSCIS Document viewing enhancement
- Case Counts – Superior, Probate, Magistrate
- CIS – Magistrate, Probate, Traffic
- Imaging Software Support (C)
- Data Migration
- Website Hosting
- GA Law on Disc
- Access to TPO Registry
- Host Servers External
- Database Maintenance (I)
- Application Tools (I)
- Directory Services (I)

System Accessibility

- Employee Tracking DB
- Remote Access
- Host Servers (C)
- Web and Application Server Maintenance (C)
- Asset Management (C) (I)
- Terminal Services
- IT Facility Design Support (I)
- Asset Management (E)
- Infrastructure Monitoring
- Security (I)
- Disaster Recovery (I)
- VPN for telecommuters (I)
- Application tools (I)
- Terminal services (I)
- Environment/Infrastructure Upgrades (I)

Customer Support

- HEAT
- SUSTAIN local Installs
- Desktop Support (C)
- Training Courses (C)
- Peripheral Support (C)
- Judge Support (C)
- Trial Court Desktop Software (C)
- GCAC Support (C)
- On-site Field Support (C)
- Budget Support (C)
- Blackberry (C)
- Court Field Support (C)
- Project Consulting
- Grant Product Development/Support
- Grant Administration Support
- Full Lifecycle Project Management
- List Services
- Email (I)
- Domain Name Server (I)
- Desktop Support (I)
- Peripheral Support (I)
- Manage SUSTAIN contractor relationship (I)
- IT Facility Design/Support (E)
- Asset Management (I)
- Create IT Policies and Procedures (I)

- Future
- Wish List
- (C) Core
- (I) Internal
- (E) External



Summary of Findings

Through this exercise, the following key findings were identified:

- A majority of identified Core Services are centered around Customer Support
- The initial ranking of Program/Projects focused on offerings that provide Court Support, Information Availability and Integrated Data
- AOC IT has been a “Jack of all trades” to its customer base
- Clearly identified the customer focused intent of organization
- Communication to the field of clear AOC IT responsibilities is required
- Reactive organization (customer need) vs. visionary (vision/guiding principles/strategy driven)
- Miscommunication/lack of understanding of services and priorities between the customer group and AOC IT



Recommendations and Next Steps

By completing this first step in defining a high-level Strategic Plan, the AOC is positioned to begin to consider and implement the following recommendations and next steps:

Recommendations:

- Keep balance between Strategic Objectives to progress in all areas
- Reallocate resources across Strategic Objectives
- Rationalize prioritization within each Strategic Objective
- Develop Level 2 process for ongoing prioritization and reviews (portfolio management)
- Define architectures that will rollup to key initiatives to help support vision
- Determine which future initiatives are short term solutions vs. high-level plan solutions to support the Vision and Strategic Objectives
- Utilize the Strategy as a communication tool to provide insight to AOC customer group
- Target key awards (e.g. national, judicial, etc.) and incorporate a strategy to apply and win
- Promote a clear understanding of AOC IT staff responsibilities (e.g. create internal milestones, encourage certifications, plan training, etc.)



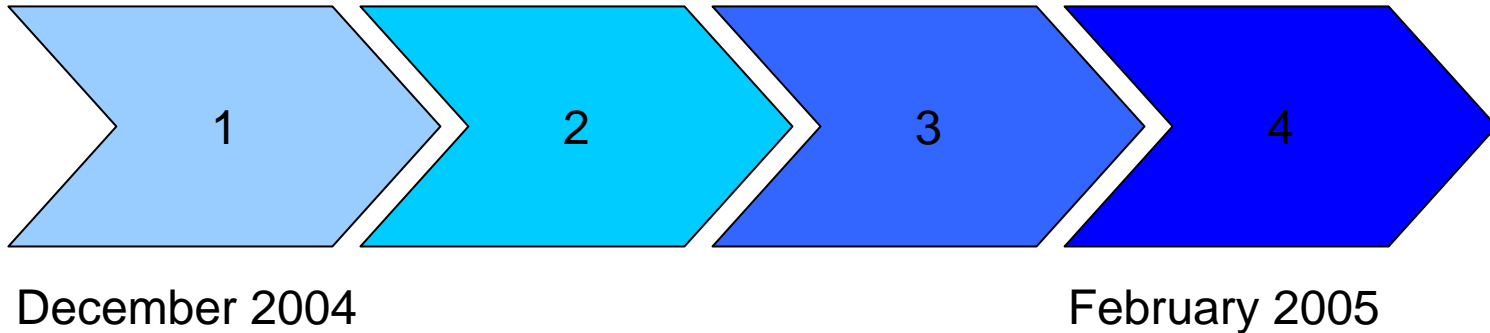
Recommendations and Next Steps

Next Steps:

- Identify/retain dedicated resources to drive the implementation of the strategic plan
- Assign an owner for each Strategic Objective
 - Have each owner build a plan to make progress by year for the next three years
 - Create a map for each Strategic Objective for the next three years
 - Identify needs/resources/ timelines required to support each Strategic Objective initiative
- Integrate all Strategic Objective plans together and determine dependencies
 - Assess current AOC IT resources (HW, SW, People, Budget) against prioritized needs to implement/support Key Initiatives
 - Perform a Gap Analysis of current AOC IT resources vs. future needs to support requests for additional resources or 3rd party assistance
- Refine measures (internal and external)
- Develop a detailed IT Strategic Plan for the AOC that is tightly integrated with Enterprise and Court-level Strategic Planning efforts
- Develop a Communication Plan that defines how information will be gathered and how to communicate plan on an ongoing basis
- Conduct annual reviews of priorities



Recommendations and Next Steps – Action Plan



Action Plan:

1. Engage 3rd Party assistance to provide support to Strategic Objective owners in completing their responsibilities, and to assist in developing and implementing measures
2. Hire resource to serve as dedicated Project Manager for Strategic Plan Implementation
3. Communicate Strategic Plan Objectives to Judicial Council and Legislators to increase support
4. Investigate reallocation of internal resources to determine additional resource needs



Appendices

These Appendices contain the discussion notes from the two day facilitated session:

- **Appendix A – Participant List**
- **Appendix B – Discussion Points**
 - B.1 - IT Products and Services Today and in the Future
 - B.2 - Prioritization of Services Breakout #1 Results
 - B.3 - Prioritized Rankings of Services by Group Breakout #2 Results
 - B.4 - Mission
 - B.5 - Vision
 - B.6 - Guiding Principles
 - B.7 - Differentiators
- **Appendix C - Inventory of Programs/Projects with Prioritization**
- **Appendix D - Inventory of Services with Prioritization**



Appendix A – Participant List

The following individuals participated in the two day facilitated session:

- **Arnold, Gregory**
- **Barrett, Judge Charles**
- **Blackwell, Elizabeth**
- **Bolton, Billie**
- **Bray, Bob**
- **Branch, Byron**
- **Cobb, Terry**
- **Dennis, Randy**
- **Gunnels, Tom**
- **Harris, Vince**
- **Hickman, Walt**
- **Hughes, Linda**
- **Kidwell, Judge Betsy**
- **McElrath, Rex**
- **McMullin, Al**
- **Maister, Phillipa**
- **Martin, Jane**
- **Moore, Marla**
- **Nesbit, Debra**
- **Nevels, Steven**
- **Neuren, Michael**
- **Nolan, George**
- **Overcash, Jody**
- **Paper, Judge Timothy**
- **Pope, Kriste**
- **Poulakos, Jim**
- **Ratley, David**
- **Tolmich, Kevin**
- **Weaver, Judge Brenda**
- **Welch, Sherie**
- **Williamson, Michelle**



B.1 - IT Products and Services Today and in the Future – Discussion Points

- **Technical Support (Internal and External)**
 - Network
 - Email
 - Security
 - Software
 - Hardware
 - D/T
 - Web Pages
 - Data Transfer
- **Training (Internal and External) – Key service to courts personnel and AOC**
 - High Turnover
 - On-site
- **Help Desk (Level 1,2,3) (Internal and External)**
- **Field Support**
 - Same list as Technical Support for External Groups



B.1 - IT Products and Services Today and in the Future – Discussion Points

- **Development**
 - Maintain
 - Enhance
 - Upgrade
 - Migrate
 - Build New
- **Consultation**
 - Evaluate Systems
 - Review Systems
 - Recommend Systems
 - Needs Assessment
- **Ongoing Operation of Applications and Report Generation**
- **Provide Court Management Systems for the Courts**
 - Technology
 - Record Keeping
 - Filing to Disposition
 - Accounting/Financial
 - Data Extraction
 - Imaging
 - Calendaring
 - Producing Court Documents
 - Jury Management



B.2 - Prioritization Breakout #1 – AOC IT Services

Area	Green (First)	Red (Second)	Black (Third)
Technical Support	1 9 11	4 5	0 4
Training	0 1	2 5 5	6 3
Help Desk	0 1	0 0	0 3
Development	4 0	4 2	3 1
Consultation	3 0	1 1	3 4 2
Ongoing Operations	3 0	1 0	2 0



B.2 - Prioritization Breakout #1 – Court Mgmt Services

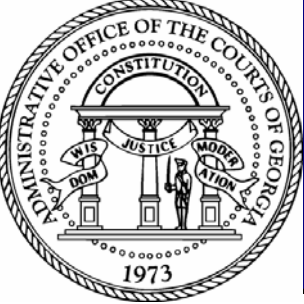
Area	Green (First)	Red (Second)	Black (Third)
Technology	1 0	2 0	1 0
Record Keeping	1 7 4	3 0	1 1
Filing to Disposition	4 2	1 3	3 1 3
Accounting / Financial	1 1	0 4	0 2
Data Extraction	1 1	2 3	5 2
Imaging	0 1	0 0	1 0



B.2 - Prioritization Breakout #1 – Court Mgmt Services (con't)

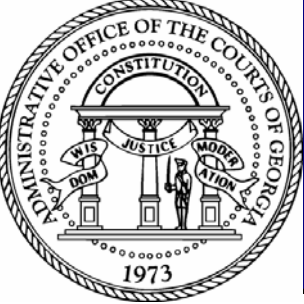
Area	Green (First)	Red (Second)	Black (Third)
Calendaring	0 0	1 0	0 0
Producing Court Documents	0 2	4 0	0 2
Jury Management	0 0	0 1	1 1

Note: Group 1 (top score) did not require all members to vote for a first, second and third choice resulting in differing vote totals within each category.



B.3 - Prioritization Rankings of Services By Group

Area	AOC	AOC IT	Courts
Fulfill Ad Hoc Requests	5	8	6
Internal Infrastructure Support	1	1	7
External Infrastructure Support	10	7	2
Internal Applications	2	3	8
Provide External Reports/Info	3	3	5
External Applications	6	2	2
External Training & Support	7	4	4
Internal Training & Support	4	4	9
Internal Emerging Technologies / S/W Updates	8	6	10
External Technical Consulting	9	5	1



B.4 - AOC IT Mission Statement Discussion

Mission Statement:

- Why does AOC IT exist?
- Who does AOC IT serve?
- What need is AOC IT attempting to fill?

Guidelines:

- Should align with AOC organizational Missions Statement
 - To provide support services to the judiciary for the efficient operation of the courts in a professional, accurate and timely manner for the benefit of the public.
- Needs to be realistic within the context of the Courts
- Does not need to be contradictory to GCAC Mission – policy making, standard setting, no day-to-day AOC
 - To facilitate the automation and sharing of information through the establishment of standards and information exchange processes for the benefit of the Courts and citizens of Georgia.
- Needs to be synchronized with current legislation

Points to Cover/Include:

- To support the AOC in meeting its objectives via technology
- To support the Courts (via AOC activities)
- Provide technology to AOC to deliver its mandate
- SUSTAIN S/W – Implement, tech support, vendor relations, pay annual support fee
- Other internally developed S/W – development, SLA, maintain the Help Desk
- Certification process for court S/W (assist GCAC in this activity)
- Standards for certification process (support GCAC)
- Information Exchange (support GCAC)
- Collaboration
- Selling the benefits



B.5 - AOC IT Vision Discussion

Points to Cover/Include:

- **Data Broker** for all criminal and civil justice agencies
- Be **perceived** as being able to deliver what you say you do
 - Credible
 - Dependable
 - Reliable
 - Accurate
 - Accountable
 - Available
 - Able to find offices/resources
 - Communicate expectations and ability to meet expectations
 - Responsive
 - Monitor and report progress
 - Clear understanding of limitations
 - Capacity (i.e. Financial, manpower, etc.)
 - Clear **understanding of the customer base** and their responsibilities
- Transmit data to DMVS
- Transmit data at the 90% of the citations to DMVS
- Statewide electronic filing for child support enforcement (DHR)
- Support **statutory compliance** (need to keep this vision specific in this area)
- Improve the **perception** of the agency's IT function
- Accomplish IT activities keeping in mind the needs of the **various individual courts**
- Be aware of impact on data providers
- **Using Information to improve the quality of decision making in the courts**



B.6 - AOC IT Guiding Principles Discussion

Points to Cover/Include:

- *Use technology to improve processes for the benefit of the courts*
- *Create processes which are friendly to the courts so that courts get value from supplying data*
- *Utilize resources in a cost effective and fiscally responsible manner*
- *Adhere to current technology and legal standards (national justice, Internal AOC, State Judicial)*
- *Partner with the courts to meet their technology requirements*
- *Utilize available solutions/resources prior to building new functionality or outsourcing*
- *Maintain up-to-date technical and managerial skills among AOC IT staff through training*
- *Ensure the use of technology and information to benefit the courts and the justice system*
- *Consider the impact of technology and services decisions in all transactions with the courts (mindset – “like friendly”)*



B.7 - AOC IT Differentiators Discussion

Points to consider/include:

- Free
- Prevent Duplication
- Unique expertise and knowledge of the courts
- Better position to ensure standardization
- Statutory responsibility - mandate (Charter)
- Statewide
- Knowledge, expertise and experience
- Technical capacity
- Cost effective
- Existing competence and ability
- Capacity and competence
- Separation of IT responsibilities
- Courts have a say in determining IT direction
- Data not subject to Open Records Act (Confidentiality)
- Have historical data
- Statutory designated agency to receive grant funds
- Independence to serve all courts
- Neutrality of data and analysis (non-partisan)
- Focus on judicial needs (as opposed to other branches of government)
- Interstate cooperation and knowledge



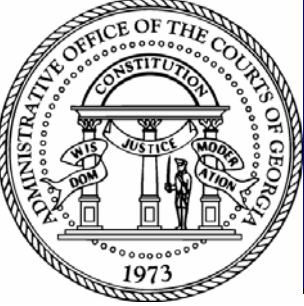
Appendix C - Detailed Prioritization of Programs/Projects

Sorted Priority	Program/Project Inventory	Key Initiative Supported
1	Court Information System Applications (CIS) - TIPS - Web-Based Traffic Court Information System	Court Support
2	Web Fee Calculator Expansion	Court Support
3	Georgia Justice Information System (GAJIS) SUSTAIN Justice Edition Case Management System	Court Support
4	Georgia Justice Information System (GAJIS) SUSTAIN Justice Edition Case Management System - SUSTAIN over Citrix	Court Support
5	Georgia Justice Information System (GAJIS) SUSTAIN Justice Edition Case Management System - Charger for Prosecutors	Court Support
6	Web Fee Calculator	Court Support
7	Court Information System Applications (CIS) - Georgia Jury Management System (GA Jury)	Court Support
8	Court Reporters Application Rewrite	Court Support
9	New Statewide Jury System	Court Support
10	Web-Based SUSTAIN	Court Support
11	Court Interpreters	Court Support
12	Court Reporting Application	Court Support
1	HEAT (Help Desk)	Customer Support
2	Georgia Justice Information System (GAJIS) SUSTAIN Justice Edition Case Management System - Local Installs	Customer Support
	Denotes Future Initiative	
	Denotes Wish List Item from Group	



Appendix C - Detailed Prioritization of Programs/Projects

Sorted Priority	Program/Project Inventory	Key Initiative Supported
1	Superior and State Court Information System (SSCIS) Data Integrity Project	Information Availability
2	Law Enforcement Software Data Exchange	Information Availability
3	Drug Court Information System (DB)	Information Availability
4	Case Counts - State	Information Availability
5	Case Counts - Juvenile	Information Availability
6	Case Counts - Municipal	Information Availability
7	Exchange information with many state agencies (other than criminal justice)	Information Availability
8	Private Probation	Information Availability
9	Probate Information Website	Information Availability
10	Court-specific technology product division(place to find standards, vendors, products, etc.)	Information Availability
11	Public information website	Information Availability
12	AOC Intranet Website	Information Availability
13	GA Courts Website	Information Availability
14	Electronic Time Management / Time Log	Information Availability
15	Computerize Travel Expense Submission	Information Availability
16	Case Count Application Rewrite (new technology)	Information Availability
17	Publish Courts directory from JPIS to communication systems electronically	Information Availability
18	SSCIS Enhancements	Information Availability
19	Document Imaging/Management Project	Information Availability
20	Enhancement of SSCIS to allow viewing of documents filed within a case	Information Availability
21	Case Counts	Information Availability
22	Case Counts - Superior	Information Availability
23	Case Counts - Probate	Information Availability
24	Case Counts - Magistrate	Information Availability
25	Court Information System Applications (CIS)	Information Availability
26	Court Information System Applications (CIS) - Magistrate Court Information System (MCIS)	Information Availability
27	Court Information System Applications (CIS) - Probate Court Information System (PCIS)	Information Availability
28	Court Information System Applications (CIS) - Traffic Court Information System (TCIS)	Information Availability
	Denotes Future Initiative	
	Denotes Wish List Item from Group	



Appendix C - Detailed Prioritization of Programs/Projects

Sorted Priority	Program/Project Inventory	Key Initiative Supported
1	OXCI	Integrate Data
2	Child Support Enforcement eFiling	Integrate Data
3	Integrate Research Databases with CIS - Courts	Integrate Data
4	Integrate Research Databases with CIS - Personnel	Integrate Data
5	Integrate Research Databases with CIS - Data about Courts	Integrate Data
6	Integrate Research Databases with CIS - U.S. Census Extract	Integrate Data
7	Integrate Research Databases with CIS - Jury Box Data	Integrate Data
8	Court Information Database (CID)	Integrate Data
9	Electronic Signatures Implementation	Integrate Data
10	Push research data to communications for formatting within their publications	Integrate Data
11	Judicial Circuit Connectivity & Data Exchange (b/n case management systems)	Integrate Data
12	Case Plan Reporting System Enhancement for Child Support Orders	Integrate Data
13	JPIS	Integrate Data
14	Data Extract and Transmission Applications	Integrate Data
15	Data Extract and Transmission Applications - Criminal (SB50)	Integrate Data
16	Data Extract and Transmission Applications - Civil (SB176)	Integrate Data
17	Data Extract and Transmission Applications - DMVS	Integrate Data
18	Integrate Research Databases with CIS	Integrate Data
1	Employee Tracking Database	System Accessibility
2	Remote access capability from help desktop to desktop for support	System Accessibility
	Denotes Future Initiative	
	Denotes Wish List Item from Group	



Appendix D - Detailed Prioritization of Services

Sorted Priority	AOC IT Services and Support	Key Initiative Supported
Core	Provide Motor Voter Files to Courts	Court Support
Core	Desktop Support - External	Customer Support
Core	Training (S/W, H/W, Connectivity, etc.) - Internal and External	Customer Support
Core	Peripherals Support (Printers, Copiers, etc.) - External	Customer Support
Core	Judge Support Services	Customer Support
Core	Trial Court Desktop Software	Customer Support
Core	GCAC Support	Customer Support
Core	On-site Field Support	Customer Support
Core	Budget/Financial Preparation - External	Customer Support
Core	Blackberry	Customer Support
Core	Court Field Support (e.g. moving furniture, sweeping for listening devices)	Customer Support
1	Project Consulting (e.g. Evaluate new ideas)	Customer Support
2	Grant Product Development/Support	Customer Support
3	Grant Administration Support	Customer Support
4	Full lifecycle Project Management (process not a service)	Customer Support
5	List Services	Customer Support
Internal	Email	Customer Support
Internal	DNS	Customer Support
Internal	Desktop Support - Internal	Customer Support
Internal	Peripherals Support (Printers, Copiers, etc.) - Internal	Customer Support
Internal	Manage SUSTAIN contractor relationship	Customer Support
Internal	IT Facility Design/Support - External	Customer Support
Internal	Asset Management (includes licenses) - Internal	Customer Support
Internal	Creating IT policies & procedures	Customer Support
Core	Imaging Software Support	Information Availability
1	Data Migration	Information Availability
2	Website Hosting for Courts	Information Availability
3	Georgia Law on Disc	Information Availability
4	Access to Protective Order Registry (TPO)	Information Availability
5	Host Servers External	Information Availability
Internal	Database Maintenance	Information Availability
Internal	Application Tools - Crystal Reports	Information Availability
Internal	Directory Services	Information Availability



Appendix D - Detailed Prioritization of Services

Sorted Priority	AOC IT Services and Support	Key Initiative Supported
Core	Council/Commission/Committee Support (meetings, preparation, support) - validate and expand list	Integrate Data
1	Interact with National Committees (e.g. Legal XML)	Integrate Data
2	Development in support of State agencies (Interfaces)	Integrate Data
Internal	Budget/Financial Preparation - Internal	Integrate Data
Core	Host Servers - Internal	System Accessibility
Core	Web and Application Server Maintenance	System Accessibility
Core	Asset Management (includes licenses)	System Accessibility
1	Terminal Services - Current	System Accessibility
2	IT Facility Design/Support - Internal	System Accessibility
3	Asset Management (includes licenses) - External	System Accessibility
Internal	Internal - Vulnerability	System Accessibility
Internal	Internal - Disaster Recovery	System Accessibility
Internal	Internal - VPN for Telecommuters	System Accessibility
Internal	Network	System Accessibility
Internal	Application Tools - CVS for Source Control	System Accessibility
Internal	Monitoring the environment - Database/Security/Network	System Accessibility
Internal	Terminal Services - Future	System Accessibility
Internal	Server O/S Maintenance	System Accessibility