



# Georgia Courts Automation Commission

Strategic Plan for Information Technology

For

Superior Courts

June 12 - 14, 2006



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# Executive Summary

The GCAC began the Strategic Planning process by developing a high-level plan focused on Information Technology for all levels of the courts. In this session, input from a broad group of the Superior Court's Leadership team met to:

- Confirm the contents of the Data Definition summary report;
- Finalize the Superior Court's customer interactions;
- Identify the services and programs currently supported by the Superior Courts to support IT needs;
- Gain an understanding of the Superior Court's IT priorities of current and future information and service needs;
- Establish a strategic map for the Superior Court's IT organization; and
- Align and prioritize the services and programs with the strategic map.

With the completion of this effort along with the Data Requirements and Definitions effort, a Strategic Vision and Map for 2006 through 2008 was developed that will enable the Superior Court to begin to prioritize and deliver the IT services that will best support the court across the judicial system of Georgia.

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



# Executive Summary

## Superior Courts IT Strategy Articulation Map

## Drivers

### Vision

To provide accurate information promptly and efficiently

### Mission

To facilitate and improve the collection and dissemination of court related information so as to enhance the utility, efficiency, and accessibility of the Superior Courts

### Guiding Principles

The Superior Court will pursue IT solutions that:

- Are functional, flexible, and affordable to rural, urban and suburban needs;
- Improve and are compatible with existing solutions;
- Are user friendly and can be implemented in the various circuits;
- Encourage and advance reliable, accurate and secure information sharing;
- Are suitable, relevant and acceptable to the courts and stakeholders;
- Are sustainable.

## Unique Attributes

Only Court of General Jurisdiction

Broad Diversity between Circuits

Only Court that Interacts with the Department of Corrections

Only Trial Judges who are State Employees

Only Court with Judicial Administrative Districts

Supported by State and Local Funds

## Strategic Objectives

Intra-Council Communication, Coordination and Education

External Communication, Coordination and Education

Support, Maintain and Advise on IT

Implement and Integrate Capabilities

## Key Initiatives

- Case Management Education
- Disaster Recovery/ Business Continuity Planning: Distribute and Educate Templates
- XML Push/Pull Sentencing (Athens/ Clark County): Communication, Education, and Benefits
- *Additional Initiatives defined*

- Statewide Conflicts (Database Repository)
  - Coordinate w/ State Bar;
  - Planning
- Imaging / Education
- Public Access to Real Time Information (e.g. calendar)
- Websites Coordination: Public Education and Access
- *Additional Initiatives defined*

- Encourage Local Innovation
- Upgrade and Update: Software and Hardware
- IT Support at the District Level
- Identify Existing Common Infrastructure (e.g. vendor compatibility)
- Create a Knowledge Repository
- *Additional Initiatives defined*

- Statewide Conflicts (Database Repository) : Implementation
- Encouraging Imaging: Implement
- Disaster Recovery/ Business Continuity Planning: Planning Completed
- Online Access and Transactions: Statewide
- *Additional Initiatives defined*

## Measures Of Success

- Agenda Item added
- Baseline level of interest
- Market 1 success at Conference
- Case Studies developed
- Content Identified

- Content identified
- Portal implemented
- Access/Usage of site
- Baseline capabilities established
- Meetings scheduled

- Presented for support
- Roles defined
- Budget submitted
- Define existing pilots
- Info. Sharing capability created

- Current state assessed
- # initiatives started/ implemented
- Executive Council adoption of plan
- Support by Admin Judges



# Approach Overview

GCAC began the Strategic Planning process by developing a high-level plan focused on Information Technology that will be used to set the IT direction for the Superior Courts. Additionally, the Superior Courts IT Strategic Plan will be used as input to a Judiciary-wide IT strategy that contains similar input from the other levels of courts in Georgia.

Using facilitators to guide the information gathering process, a subset of the Council of Superior Court Judge's Leadership met in a four day off-site session to focus on:

- Confirming the contents of the Data Definition Summary Report;
- Finalizing the Superior Court's customer interactions;
- Identifying the services and programs currently supported by the Superior Courts to support IT needs;
- Gaining an understanding of the Superior Court's IT priorities of current and future information and service needs;
- Establishing a strategic map for the Superior IT organization; and
- Aligning and prioritizing the services and programs with the strategic map.

- **Note:** See Appendix A for attendees list.



# Superior Court Interactions

## Suppliers (In)

- |   |  |
|---|--|
| 1. Attorneys                                  | 33. Tax Commissioner                     |
| 2. Prosecutors (DA)                           | 34. State Department of Treasury         |
| 3. Public Defenders                           | 35. Other States (child support/custody) |
| 4. Law Enforcement Agencies City/County/State | 36. Clerk                                |
| 5. Dept. Family & Children Serv.              | 37. Judge                                |
| 6. DHR – Child Support Enf.                   | 38. Magistrate Court                     |
| 7. Guardian Ad Litem                          | 39. Criminal Defendant                   |
| 8. Juvenile Court                             | 40. Bail Bondsman                        |
| 9. State Court                                | 41. Court Reporter                       |
| 10. Appellate Court                           | 42. Interpreter                          |
| 11. Mental Health Regional Hospital           | 43. Jurors                               |
| 12. Local Mental Health Services              | 44. County Probation                     |
| 13. Probation Offices – Private               |  |
| 14. State Probation Offices                   |  |
| 15. Pro Se                                    |  |
| 16. Attorney General                          |  |
| 17. State Parole Board – Pardons and Parole   |  |
| 18. Dept. Of Corrections                      |  |
| 19. Sentencing Review Panel                   |  |
| 20. State Bar of Georgia                      |  |
| 21. District Court Administrators             |  |
| 22. Administrative Office of the Courts       |  |
| 23. ADR Coordinator                           |  |
| 24. Special Masters                           |  |
| 25. GSCCCA                                    |  |
| 26. POA&B                                     |  |
| 27. Clerks Retirement                         |  |
| 28. County Financing                          |  |
| 29. Law Library                               |  |
| 30. Press/Newspapers                          |  |
| 31. Board of Equalization                     |  |
| 32. Dept. Of Revenue                          |  |



## Superior

1. Orders
2. Criminal Sentence
3. Financial Reports
4. Credit Report Entries
5. Calendars
6. Summons
7. Subpoenas
8. Warrants  
Arrest  
Search
9. Indictments
10. Caseload/Counts
11. Correspondence
12. Vital Records
13. Suspensions
14. Judicial Assistance Requests
15. Notices (Status)
16. Felony Convictions
17. Budgets
18. Certificates  
Need  
Adoption
19. Certifications
20. Exemption
21. Clerk of Court
22. Judges
23. Statistical Reports

## Customers (Out)

1. Attorneys
2. Prosecutors (DA)
3. Public Defenders
4. Law Enforcement Agencies City/County/State
5. Dept. of Family and Children Services
6. DHR – Child Support Enforcement
7. Guardian Ad Litem
8. Juvenile Court
9. Magistrate Court
10. State Court
11. Probate Court
12. Municipal Court
13. Appellate Court
14. Mental Health Regional Hospital
15. Local Mental Health Services
16. Probation Offices – Private
17. State Probation Offices
18. PRO SE
19. Attorney General
20. Federal Bureau of Investigation
21. State Parole Board – Pardons and Parole
22. Dept. Of Corrections
23. Sentencing Review Panel
24. State Bar of Georgia
25. District Court Administrators
26. Administrative Office of the Courts
27. General Assembly
28. ADR Coordinator
29. Advocacy Groups
30. Citizens
31. Special Masters
32. Newspapers
33. Bail Bondsman



# Internal/External Influencing Factors

Next, the group discussed the factors, both internal and external to the Superior Courts, that will have an influence on the prioritization and implementation of the initiatives in its IT Strategic Plan. The following influencers were identified:

- **Council Leadership** – Buy-in/Support required; Provides a common Communication tool; Provides input/avenue to inform Judicial Council; Budget approval; Final authority for statewide initiatives.
- **Clerks** – Cooperative relationship; Implementation method/approach; Data (storage, support, etc.); Co-implementers of plan; Central point of integration.
- **County Commissioners** – Funding; Resource allocation; IT support; Integration of plans.
- **Governor** – Support; Veto Authority.
- **General Assembly** – Funding; Supporting legislation; Authorization to raise funds.
- **Law Enforcement** – Cooperation; Integration of plans; Mutual sharing of solutions; Often serve as funding recipients.
- **Council Membership (Judges)** – Coordination for buy-in and support; Perception of “Fiefdoms” as barriers; Resistance to change.
- **Public** – Access; Prioritization; Political influence; Increasing demand for faster/ better service.
- **AOC** – Resources; Perceived trust barrier to overcome; Positioned to benefit; Glue; Funding; Service needed for sustainability and support; Provides a contracting vehicle.



## Internal/External Influencing Factors (continued)

- **Judicial Council** – Funding/ Program/ Policy approval; Leadership; Ultimate source of Judiciary-wide alignment.
- **Other Classes of Courts** – Cooperation and alignment; Competition for resources/ jurisdiction.
- **Prosecutors** – Conduit for information sharing; Political influence and support; Duties; Users/Beneficiaries.
- **Clerk's Authority (GSCCCA)** – Leverage infrastructure; Role in collecting fees and fines; Political influence; Coordinator of clerks; Currently provides/supports IT for Clerks.
- **Bar Association** – Political support; Buy-in; Communication vehicle; Source of information; Prioritization alignment.
- **Vendors** – Drive costs; Coordination needed to provide enhanced/required capabilities.
- **Public Defenders Standards Council** – Communication vehicle.



# Strategic Objectives of IT

Further discussion yielded the IT products and services of interest to the court and its customers which were divided into two main categories – *Current and Future* needs. Within each of these categories, the products and services were then further subdivided into specific areas of interest that aligned to what would become the Superior Courts Strategic Objectives of:

- **Intra-Council Communication, Coordination and Education**
- **External Communication, Coordination and Education**
- **Support, Maintain and Advise on IT**
- **Implement and Integrate Capabilities**



# Products and Services – Current and Future

## Current Products and Services consist of:

- Statewide connection ability
- Sidebar
- Email
- Websites
- Electronic calendars
- eFiling
- Imaging
- Automated Case Statistics
- Case Management
- Electronic Docketing
- Integrated Justice
- Data Sharing
- Online Fine Payment
- Accounting
- Statewide IT Contracts
- Case Management
- Electronic Sentencing
- Trial Court Desktop



# Products and Services – Current and Future

## Current Products and Services consist of (continued):

- Courtroom Technology
  - AV
  - Evidence Presentations
  - Sound
  - Telecommunication
  - Video Conferencing
  - ADA Compliance
- Online Research (Lexis)
- Online Child Support Calculation
- County Support
- Statewide Support
- Clerks Training Capabilities
- Hardware
- Internet Access
- PDAs/ Communication Devices
- Wireless Access
- Judges Training
- Word Processing/ Spreadsheets
- Storage and Preservation
- Archiving



# Products and Services – Current and Future

## Future Products and Services that would assist the Court are:

- XML Push/Pull Sentencing (Athens/ Clark County)
- XML Push/Pull Incident/ Arrest (Statewide Jail Database)
- Statewide Online Warrants (DB)
- Judicial Dashboard (Docketing)
  - Planning and Design
  - Implementation
- Statewide Conflicts (Database Repository)
  - Coordinate with State Bar
  - Planning
  - Implementation
- Automated Workflow
- Thin Client Server System
- Web- based/ Web-Developed Case Management Systems
- Encourage Local Innovation
- eFiling
  - ID and Coordinate Short-term Opportunities (e.g. child support filing)
  - Establish eFiling Capabilities for all Relevant Functions



# Products and Services – Current and Future

## **Future Products and Services that would assist the Court are (continued):**

- Evidence Presentation
  - Create a Successful Education Program for Sharing Best Practices
- Video Conferencing Capability (links to every prison)
  - Determine, Define and Educate regarding the Benefits for Stakeholders
- Remote Access to Data from Anywhere
- Imaging
  - Educate
  - Implement
- Case Management Education
- Minimum Standards Defined and Adopted (National Center for State Courts)
- Disaster Recovery/ Business Continuity Planning
  - Distribute and Educate Templates
  - Planning Completed
- Public Access to Real Time Information (e.g. calendar)
- Keeping up to date: Standards/ Tools/ Software/ Information/ Rules
- Review and Adopt Supreme Court Privacy and Security Policy



# Products and Services – Current and Future

## **Future Products and Services that would assist the Court are (continued):**

- IT Support at the District Level
- Online Access and Transactions
  - Statewide
- Websites Coordination (Portal)
  - Identify Best Practices
  - Implement Council Portal
  - Public Education and Access
  - Coordination with Existing Capabilities
- Share Knowledge for Media Access/ Accountability/ Education
- Educate and Create Resource Guide Interpreter Services/ Capabilities (e.g. AT&T Language Line)
- Identify Existing Common Infrastructure (e.g. vendor compatibility)
- Participation with the Integration of Trial Courts to Appellate Courts
- Create a Knowledge Repository



# Prioritization Considerations

In order to prioritize the products and services identified within the Superior Courts within each Objective group, the participants first had to agree on the key drivers behind the priorities. The following criteria was established and adopted by the group:

**1. High Priority:**

- High Need; Low barriers to entry (Fiscal/ Resistance).

**2. Medium Priority:**

- Non-Critical; Desirable; Minimal barriers to overcome.

**3. Low Priority:**

- Cost Prohibitive; “Wish List”; Politically Prohibitive; Logistically Difficult.



# IT Strategy Map Development

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

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

- **Mission Statement** – Why are we here? What do we do?
- **Vision** – What do we aspire to be?
- **Guiding Principles** - How will we operate and what rules guidelines will we use?
- **Unique Attributes** – Points to remember that guide our work.
- **Strategic Objectives** – Groupings of what we want to do.
- **Key Initiatives** – Projects or major activities to be done.
- **Measures of Success** – How do we measure the success of our objectives?

The following slides contain the results of the group discussion in each of the above areas. These points were individually agreed upon by the group in order to confirm that consensus among the group was achieved.



# Superior Court IT Mission

## IT Mission

*To facilitate and improve the collection and dissemination of court related information so as to enhance the utility, efficiency, and accessibility of the Superior Courts*



# Superior Court IT Vision

## IT Vision

*To provide accurate information  
promptly and efficiently*



# Superior Court IT Guiding Principles

## IT Guiding Principles

- The Superior Court will pursue IT solutions that:
  - Are functional, flexible, and affordable to rural, urban and suburban needs;
  - Improve and are compatible with existing solutions;
  - Are user friendly and can be implemented in the various circuits;
  - Encourage and advance reliable, accurate and secure information sharing;
  - Are suitable, relevant and acceptable to the courts and stakeholders;
  - Are sustainable.



# Unique Attributes of the Superior Courts

## Unique Attributes

- Only Court of General Jurisdiction
- Broad Diversity between Circuits
- Only Court that Interacts with the Department of Corrections
- Only Trial Judges who are State Employees
- Elected Clerks
- Supported by State and Local Funds
- Only Court with Judicial Administrative Districts



# High Level Milestones

## Near Term:

- Statewide Conflicts (Database Repository)
  - Coordinate with State Bar
  - Planning
- Encourage Local Innovation
- eFiling
  - ID and Coordinate Short-term Opportunities (e.g. child support filing)
- Evidence Presentation
  - Create a Successful Education Program for Sharing Best Practices
- Video Conferencing Capability (links to every prison)
  - Determine, Define and Educate regarding the Benefits for Stakeholders
- Imaging
  - Educate
- Case Management Education
- Disaster Recovery/ Business Continuity Planning
  - Distribute and Educate Templates
- Keeping up to date: Standards/ Tools/ Software/ Information/ Rules



# High Level Milestones

## Near Term (Continued):

- Review and Adopt Supreme Court Privacy and Security Policy
- IT Support at the District Level
- Websites Coordination (Portal)
  - Identify Best Practices
  - Coordination with Existing Capabilities
- Share Knowledge for Media Access/ Accountability/ Education
- Educate and Create Resource Guide Interpreter Services/ Capabilities (e.g. AT&T Language Line)
- Identify Existing Common Infrastructure (e.g. vendor compatibility)
- Create a Knowledge Repository



# High Level Milestones

## Midrange Term:

- Judicial Dashboard (Docketing)
  - Planning and Design
- Statewide Conflicts (Database Repository)
  - Implementation
- Imaging
  - Implement
- Disaster Recovery/ Business Continuity Planning
  - Planning Completed
- Websites Coordination (Portal)
  - Implement Council Portal



# High Level Milestones

## Long Term:

- XML Push/Pull Sentencing (Athens/ Clark County)
- XML Push/Pull Incident/ Arrest (Statewide Jail Database)
- Statewide Online Warrants (DB)
- Judicial Dashboard (Docketing)
  - Implementation
- Automated Workflow
- Thin Client Server System
- Web- based/ Web-Developed Case Management Systems
- eFiling
  - Establish eFiling Capabilities for all Relevant Functions
- Remote Access to Data from Anywhere
- Public Access to Real Time Information (e.g. calendar)
- Online Access and Transactions
  - Statewide
- Websites Coordination (Portal)
  - Public Education and Access
- Participation with the Integration of Trial Courts to Appellate Courts



## Key IT Initiatives for Superior Courts

Next, using the previously defined prioritization process, the inventory of IT initiatives that the group thought was needed over the next 2-3 years was subdivided to align with specific Strategic Objectives and then prioritized within each area.



# Prioritized Key Initiatives – Intra-Council Communication, Coordination and Education

## High:

- Case Management Education
- Disaster Recovery/ Business Continuity Planning: Distribute and Educate Templates
- XML Push/Pull Sentencing (Athens/ Clark County): Communication, Education, and Benefits

## Medium

- Evidence Presentation: Create a Successful Education Program for Sharing Best Practices

## Low

- Video Conferencing Capability: Determine, Define and Educate Regarding the Benefits for Stakeholders
- Share Knowledge for Media Access/ Accountability/ Education
- Educate and Create Resource Guide Interpreter Services/ Capabilities (e.g. AT&T Language Line)



# Prioritized Key Initiatives – External Communication, Coordination and Education

## High:

- None

## Medium:

- Statewide Conflicts (Database Repository)
  - Coordinate with State Bar
  - Planning
- Imaging / Education
- Public Access to Real Time Information (e.g. calendar)
- Websites Coordination (Portal): Public Education and Access

## Low:

- eFiling: ID and Coordinate Short-term Opportunities (e.g. child support filing)



# Prioritized Key Initiatives – Support, Maintain and Advise

## High:

- Encourage Local Innovation
- Upgrade and Update: Software and Hardware
- IT Support at the District Level
- Identify Existing Common Infrastructure (e.g. vendor compatibility)
- Create a Knowledge Repository

## Medium:

- Medium - Review and Adopt Privacy and Security Policy

## Low:

- None



# Prioritized Key Initiatives – Implement Capabilities

## High:

- Statewide Conflicts (Database Repository) : Implementation
- Encouraging Imaging: Implement
- Disaster Recovery/ Business Continuity Planning: Planning Completed

## Medium:

- Online Access and Transactions: Statewide
- Judicial Dashboard (Docketing): Planning and Design
- Judicial Dashboard (Docketing): Implementation
- Websites Coordination (Portal)
  - Identify Best Practices
  - Coordination with Existing Capabilities
  - Implement Council Portal
- Automated Workflow
  - XML Push/Pull Sentencing (Athens/ Clark County): Implementation
  - XML Push/Pull Incident/ Arrest (Statewide Jail Database): Implementation
  - Statewide Online Warrants (DB)
  - eFiling: Establish eFiling Capabilities for all Relevant Functions



# Prioritized Key Initiatives – Implement Capabilities (continued)

## Low:

- Thin Client Server System
- Web- based/ Web-Developed Case Management Systems
- Remote Access to Data from Anywhere



# Defining Success

Next, the group discussed how it would track and measure success of the objectives resulting in the following:

## **Intra-Council Communication, Coordination and Education**

- Presentations at the semi-annual Seminars
- Executive/ Council Buy-in
- Information/ Material Gathering
- Knowledge Sharing

## **External Communication, Coordination and Education**

- Web Presence
- Meetings with Stakeholders

## **Support, Maintain and Advise**

- Establish Support Staff at Judicial Administrative District Level
- Establish Infrastructure

## **Implement Capabilities**

- Vendor Options/ Recommendations
- Funding
- Buy-in



# Measures of Success (Targets) – Intra-Council Communication, Coordination and Education

Measure	Near Term	Medium Term	Long Term
<b>Presentations at the semi-annual Seminars</b>	<ul style="list-style-type: none"> <li>• Agenda Item in January</li> <li>• Baseline level of interest (survey results)</li> </ul>	<ul style="list-style-type: none"> <li>• Increased level of interest/attendance (survey results)</li> </ul>	<ul style="list-style-type: none"> <li>• Standing Agenda Item</li> </ul>
<b>Executive/ Council Buy-in</b>	<ul style="list-style-type: none"> <li>• Market 1 Success at Conference</li> </ul>	<ul style="list-style-type: none"> <li>• Market Additional Successes</li> <li>• Receive Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Adoption rate of Recommendations</li> </ul>
<b>Information/ Material Gathering</b>	<ul style="list-style-type: none"> <li>• Develop case studies</li> <li>• Provide summaries for vendors within 3 months</li> </ul>	<ul style="list-style-type: none"> <li>• Presentations developed for Council meetings and Sidebar presentation</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing gather and publish activities</li> </ul>
<b>Knowledge Sharing</b>	<ul style="list-style-type: none"> <li>• Content Identified</li> <li>• Knowledge Manager assigned</li> </ul>	<ul style="list-style-type: none"> <li>• Creation of repository</li> <li>• # of Submissions</li> <li>• # of Users accessing</li> </ul>	<ul style="list-style-type: none"> <li>• Increased submissions</li> <li>• Increased usage by users</li> </ul>



# Measures of Success (Targets) – External Communication, Coordination and Education

Measure	Near Term	Medium Term	Long Term
<b>Web Presence</b>	<ul style="list-style-type: none"> <li>• Content identified and available in coordination with Clerks</li> <li>• Portal implemented by 1st quarter of 2007</li> <li>• Measure Access/Usage</li> <li>• Establish baseline of capabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Market additional successes</li> <li>• Spotlight</li> <li>• Increased Usage</li> <li>• % Increase in capabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Continued/ Increased Usage</li> <li>• Volumes and Transactions</li> </ul>
<b>Meetings with Stakeholders</b>	<ul style="list-style-type: none"> <li>• Scheduled and Conducted with:               <ul style="list-style-type: none"> <li>– State Bar</li> <li>– Clerks</li> <li>– Dept. Of Corrections</li> <li>– Administrative Office of the Courts</li> <li>– Others</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Meetings are being conducted</li> <li>• Feedback is provided for continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous improvement measures implemented as a result of feedback</li> </ul>



# Measures of Success (Targets) – Support, Maintain and Advise

Measure	Near Term	Medium Term	Long Term
<b>Establish Support Staff at Judicial Administrative District Level</b>	<ul style="list-style-type: none"> <li>• Presented for support</li> <li>• Service requested</li> <li>• Roles defined</li> <li>• Budget submitted</li> </ul>	<ul style="list-style-type: none"> <li>• Budget approved</li> <li>• Staff hired</li> </ul>	<ul style="list-style-type: none"> <li>• Usage by Courts</li> <li>• Positive 360 performance review feedback of staff</li> </ul>
<b>Establish Infrastructure</b>	<ul style="list-style-type: none"> <li>• Publish FAQs</li> <li>• Information/ issue sharing capability created;</li> <li>• Define baseline for existing pilots/solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Local relationships established with IT support</li> <li>• Group licensing enabled and utilized</li> <li>• Coordination with other Classes occurring</li> <li>• Current versions established / support identified/defined</li> </ul>	<ul style="list-style-type: none"> <li>• Fiscal capability for District to maintain</li> </ul>



# Measures of Success (Targets) – Implement Capabilities

Measure	Near Term	Medium Term	Long Term
<b>Vendor Options/ Recommendations</b>	<ul style="list-style-type: none"> <li>• Assessment of current state (Benchmark) completed</li> </ul>	<ul style="list-style-type: none"> <li>• Solution options identified/evaluated</li> <li>• Costs assessed</li> <li>• Funding resources identified/established</li> </ul>	<ul style="list-style-type: none"> <li>• # of proposed requests accepted</li> </ul>
<b>Funding</b>	<ul style="list-style-type: none"> <li>• # initiatives started</li> <li>• # of initiatives implemented</li> </ul>	<ul style="list-style-type: none"> <li>• Additional # of initiatives started/implemented</li> </ul>	<ul style="list-style-type: none"> <li>• Additional # of initiatives started/implemented</li> </ul>
<b>Buy-in</b>	<ul style="list-style-type: none"> <li>• Executive Council Adoption of Plan</li> <li>• Level of success in lobbying Administrative Judges support</li> </ul>	<ul style="list-style-type: none"> <li>• General adoption of larger initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive participation</li> </ul>



# Superior Court IT Strategy Map

Now that each of the components of the IT Strategy Map have been developed and agreed upon, the map outlining the IT strategy for the Superior Courts for the next 2-3 years was developed and is providing on the following page.

## Drivers

### Vision

To provide accurate information promptly and efficiently

### Mission

To facilitate and improve the collection and dissemination of court related information so as to enhance the utility, efficiency, and accessibility of the Superior Courts

### Guiding Principles

The Superior Court will pursue IT solutions that:

- Are functional, flexible, and affordable to rural, urban and suburban needs;
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Only Court of General Jurisdiction

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Only Court that Interacts with the Department of Corrections

Only Trial Judges who are State Employees

Only Court with Judicial Administrative Districts

Supported by State and Local Funds

## Strategic Objectives

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External Communication, Coordination and Education

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## Key Initiatives

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- *Additional Initiatives defined*

- Statewide Conflicts (Database Repository)
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- Imaging / Education
- Public Access to Real Time Information (e.g. calendar)
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- Encouraging Imaging: Implement
- Disaster Recovery/ Business Continuity Planning: Planning Completed
- Online Access and Transactions: Statewide
- *Additional Initiatives defined*

## Measures Of Success

- Agenda Item added
- Baseline level of interest
- Market 1 success at Conference
- Case Studies developed
- Content Identified

- Content identified
- Portal implemented
- Access/Usage of site
- Baseline capabilities established
- Meetings scheduled

- Presented for support
- Roles defined
- Budget submitted
- Define existing pilots
- Info. Sharing capability created

- Current state assessed
- # initiatives started/ implemented
- Executive Council adoption of plan
- Support by Admin Judges



# Next Steps

## **Future Use of Plan:**

- Communication tool
- Justification for funding requests
- To identify and prioritize IT initiatives
- Build widespread consensus
- Measuring tool for success

## **Approval of Plan:**

- Court Automation Committee (CAC)
- Executive Committee
- General Council membership

## **Stakeholder Group:**

- Owner: Council of Superior Court Judges
- Stakeholders: Clerks, District Court Administrators, Prosecuting Attorneys Council, Public Defenders, State Bar



# Next Steps

## Communication Method and Timeframe:

Task	Owner	Due Date
Distribute to CAC	Brenda Weaver	By 7/7/06
Present to and achieve approval by CAC	Brenda Weaver	By 7/23/06
Present to and achieve approval by Executive Committee	Brenda Weaver	By 5/16/06
Present to Council general membership	Brenda Weaver	In 01/07
Post IT Strategic Plan to Sidebar	Brenda Weaver	By 9/1/06
Conduct website inventory and develop Council website with links	Sam Bowen	By 01/07
Reprioritize initiatives (if necessary) based on Executive Committee feedback to finalize plan	Brenda Weaver and CAC	By 9/1/06
Implement Quick Hit initiatives (e.g. create Knowledge Repository, post education documents, etc.)	Sam Bowen	By 7/06
Coordinate with other Councils and meet as a group with the State Bar to discuss implementation of an Attorneys Conflict Database	Jackson Harris	By 9/06
Prepare Officers and Administrative Judges for upcoming meetings	CAC, DCA's and session participants	By 8/06



## Next Steps

### Communication Method and Timeframe (continued):

Task	Owner	Due Date
Continuous marketing of the IT Plan to garner buy-in	CAC	Ongoing
Post flash announcement of IT Strategic Plan on Sidebar	Sam Bowen	By 7/20/06



## Next Steps

### Ongoing Maintenance of Plan:

- Ongoing monitoring of progress against the measures by the CAC
- Refresh semi-annually (update as needed)
- Revise annually (expand as needed)



# Next Steps

## **Provide Final Strategic Plan to GCAC (by June 30, 2006)**

### **Develop Communication Plan (July)**

- Develop communication strategies for external stakeholders (e.g. clerks, etc.)
- Develop communication strategies for High/Medium/Low volume Courts

### **Develop Implementation Plan for each Strategic Objective (August)**

- Define Tasks/Activities
- Develop Schedule/Timeline
- Identify Resources
- Determine Funding Requirements
- Include Training initiatives

### **Acquire External Support (as needed)**



## Future Topics for Discussion and Consideration

The following points are additional suggestions and recommended topics for discussion/consideration by the Superior Court Leadership team:

- Participate in the creation of the Judiciary-wide IT Strategic Plan to ensure Superior initiatives are represented.
- Develop a Business Strategic Plan for the Superior Courts and ensure the IT initiatives support the business appropriately.
- Keep balance between Strategic Objectives to progress in all areas.
- Allocate resources across Strategic Objectives.
- Develop process for ongoing prioritization and reviews (Portfolio Management).
- Define standards and architectures that will rollup to key initiatives to help support vision.
- Refine measures (internal and external) on a regularly defined basis.



# Appendices

# Appendices



## Appendix A - Participants

The following individuals participated in the four day facilitated session:

- Sam Bowen
- Melodie Conner
- David Emerson
- Steve Ferrell
- Trip Fitzner
- Jackson Harris
- Glenda Johnson
- Jodi Overcash
- John Pridgen
- Jean Rogers
- Brenda Weaver