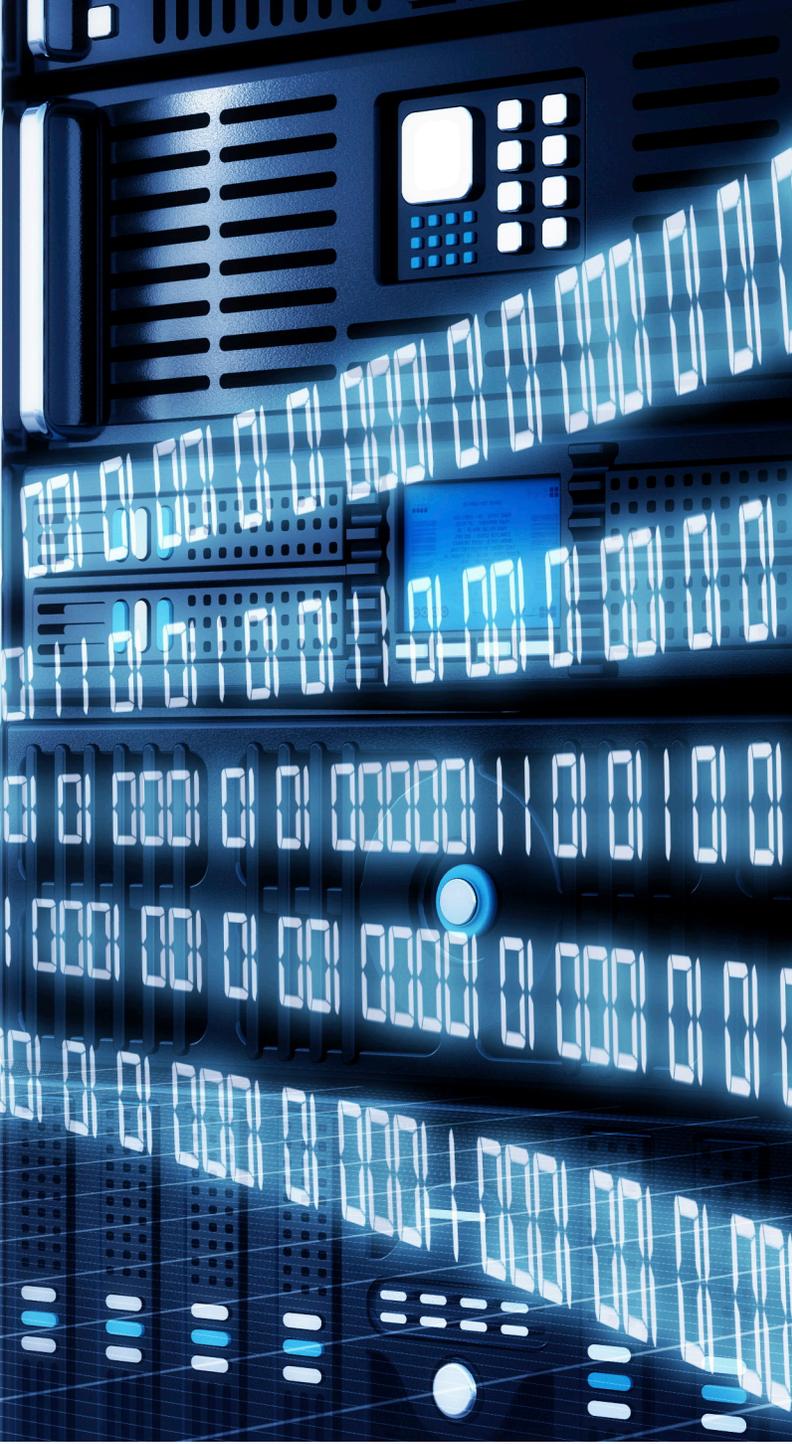


# Judicial Branch News

## iCISng: For the Court, By the Court





## Features

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## Judicial Branch News

The Judicial Branch News is an online newsletter published by the Media Relations Department.

If you wish to contribute to this newsletter, please send articles, news items, photos or other correspondence to: [karra@superiorcourt.maricopa.gov](mailto:karra@superiorcourt.maricopa.gov).

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# ***From the Presiding***

## **iCISng or Next Generation Case Management**



*Norman Davis*

I hate to admit it, but I'm old enough to remember my high school math teacher bringing a "computer" to class that would physically display a series of lights in a binary number representation when various dials were turned. It wasn't very functional but I was easily impressed in those days. In college we created punch cards bearing the iconic "don't fold, spindle, or mutilate" directive imprinted on them. After hours of operating key punch machines, we submitted the cards in exact order to computer operators who ran them through an IBM 360 mainframe computer that filled an entire building to receive a printed solution to a math problem a day or so later. Then the world changed and the technical revolution brought us microprocessors with incredible speed, integrated circuits with amazing transistor density, and servers and hard drives with previously unimaginable memory and storage capacity.

The Maricopa County Superior Court has mirrored this technical advancement in its development and use of computers to operate the Court. Our early efforts in creating JOLTS for use in Juvenile Court, and ACS in other areas of the court were forward-thinking in their day, particularly compared to the 5" x 8" index or "case cards" that we previously used to handwrite case management information upon and stored in long boxes in each judicial division. In time, development of iCIS was a significant step forward that provided a more robust data repository and enhanced case information retrieval. It has served us well for many years, but remains primarily a data repository devoid of the functionality and integration that current technology now allows.

Immediately upon being appointed as Presiding Judge, I was informed that Microsoft would soon eliminate its support of our SQL Server 2000 database utilized by the iCIS system. It was time to begin an upgrade of our aging case management system. We made the decision to begin development on a new case management system, styled as iCISng, or "iCIS next generation," by starting to internally upgrade some components of the old iCIS system with a more modern computer language and .net technology, while continuing to operate components of the iCIS system until they can be upgraded. Accordingly, the birth of iCISng will not be traceable to a date certain in time, but will occur over several years until the new architecture is fully integrated and the old iCIS system will cease to exist.

Significant thought was given to the new design components of our new case management system to take advantage of the new technical functionality and tools now available. We realized that the system would be utilized more heavily by judicial officers in the courtroom and in chambers than ever before. In addition, advancements in technology now provide a unique opportunity to reduce the number of steps and the amount of data that must be entered into the computer by hand to fully process a case. A number of design principles or core values were identified for the new design including:

*Continued on page 4*

# ***From the Presiding***

## **iCISng or Next Generation Case Management - Continued**

- iCISng would be built with “functionally specific” screens that mirror court processes and accommodate how the user enters and retrieves data from the system. These screens will normally be designed for maximum flexibility and customization for each user to display and retrieve information as best fits the needs of the individual user. More rigid screens will be used for data entry functions where uniform entry is more important to reduce errors and ensure data quality for reporting.
- On a longer term basis, management screens and dashboards will also be created to identify cases and documents that need attention to assist judicial officers and court administrators in meeting all legal requirements and case management goals.
- The new case management system will focus on the termination of cases automatically when a Judgment, Decree, Sentencing Order, Order of Dismissal or other dispositive document is entered in the system to end the case. This will eliminate, in some areas, scores of entries into the system to terminate a case and improve statistical accuracy of case aging, time-to-termination, and other critical statistical markers.
- The new design will incorporate more common design characteristics that will make the system more recognizable and user friendly when judicial officers and staff rotate to new departments and assignments.
- With current integration capabilities, the new system will provide and display increased levels of information from other federal, state, and county databases from death and birth records to detailed criminal histories with sufficient protections to comply with federal and state user laws.
- As much as possible, routine functions in iCISng will be “table driven,” to allow judicial or administrative staff to easily make routine and predictable changes in the system without the need to task a computer programmer to make the changes. This will be a significant improvement in reprogramming events such as case reassignments, calendar rotations, and user access permissions.
- Users of the system should also be able to customize and generate reports needed to manage cases without need for a programmer to create the report.

### **User Testimonial**

*For me, working on iCISng is both challenging and exciting! The iCISng team is collaborating with other departments and agencies to implement new screens and functionality, which alleviates the need for multiple data entry points of the same data. The new functionality provides quicker access to information with a much higher level of data integrity.*

**Kathy Guy**  
**Research and Planning**

These and many other design features will move the technology in our Court ahead for many years to come. I am grateful for our CTS programmers and personnel and their amazing technical abilities they have demonstrated to create this new system, as well as the judicial officers, administrators and contractors who have dedicated many hours to make this project a reality. As with most computer design projects these days, the process is taking longer than we all had hoped and it will be several more years before iCISng is fully functional in all departments of the Court. But given the modules that have already successfully been placed into production, and the many improvements, both visible and behind the scenes, that have occurred to our computer structure and governance,- I am confident that our new iCISng case management system will progress to completion and be one of the premiere case management systems in the country.



Criminal court staff observes Presiding Judge Norman Davis testing the latest iCISng applications. Left to right - Todd Herrera-Ridenhour, Vickie Fugate and Angela Maddox.

# For the Court, By the Court

The chief architects of Superior Court's new case management system, iCISng, are in the office or cubicle next to you.

They are judicial officers and court employees.

Simply put, iCISng is driven by the needs of the people who work at the Court.

To make iCISng into an interactive case management system, Superior Court sought input and feedback from its users.

"What we saw with classic iCIS is that it was a data repository that just kept statistics. It wasn't a robust, interactive system that would allow us to facilitate our judicial operations. We didn't use it on the bench or the courtrooms other than to record data," Presiding Judge Norman Davis said.

Judicial Officers and court employees were paired up with staff from Court Technology Services (CTS) to create a collaborative and cooperative approach to develop iCISng.

"We wanted to design a system with active user involvement," Steve Stilwell said. "The latest technological innovations are meaningless if they serve no function to the user."



Judicial Officers collaborate with Court Technology Services personnel to test iCISng

## ***For the Court , By the Court - Continued***

As a result, the first few applications launched are exactly what the employees desired, a faster, versatile case management system that is highly customized to their needs.

Based on the business aspects of the court, development began with the most needed functions in criminal court. Applications like Electronic Search Warrant and Probation Revocation were among the first modules in production because they focused on enhancing public safety by getting dangerous individuals off the street faster and more efficiently.

Superior Court has three teams, made up of approximately 27 employees, working to develop the remaining modules for the Criminal Department. Phase One of the Criminal Court project is expected to be completed in the Spring of 2015.

“This development is the result of many hours of work and collaboration between the Research & Planning Department, CTS personnel, Criminal Department judicial officers and administrators, Clerk of Court personnel, Maricopa County Attorney’s Office, and computer contract personnel,” Judge Davis said.

In the future, Superior Court will be re-engineering all of its courts departments, probate, family, juvenile and civil, with iCISng. As the iCISng project moves forward, more iCISng applications will be significantly enhanced and virtually paperless.

## **User Testimonials**

*iCISng is a game changer. It gives the IA Commissioner flexibility to choose from a wide variety of options regarding the terms and conditions of release.*

**Casey Newcomb  
Commissioner**

*After proper training, iCISng will allow judicial officers and staff multiple options that do not exist with the current system.*

**Rick Nothwehr  
Commissioner**

*iCISng completely changed my job. I went from doing simple administrative tasks to more difficult tasks like troubleshooting complex case information.*

**Todd Herrera-Ridenhour  
Judicial Clerk Lead**

*I’m excited to have the opportunity to be part of the iCISng team. The future of our court is alive and bright with this new technology.*

**Angela Maddox  
Business Analyst**

## Criminal Court and CTS: Working Together



Superior Court accepts their 2014 NACo for their iCISng eWarrant and eReturn application. Left to Right - Supervisor Clint Hickman, Supervisor Marie Lopez, Court Administrator Raymond Billotte, County Manager Tom Manos, Chris Holly, Supervisor Steve Chucuri, Associate Presiding Judge Janet Barton, Supervisor Denny Barney, Carlos Rivera and Commissioner Charles Donofrio III.

### Electronic Search Warrant Application: eWarrant and eReturn wins 2014 NACo Award

Superior Court's Electronic Search Warrant Applications program recently won a National Association of Counties (NACo) Achievement Award. The Court developed the innovative technology in response to the growing number of search warrants issued each year. The new application provides law enforcement with a quick and efficient way to secure a search warrant for a blood draw on a person suspected of driving under the influence of alcohol or drugs. In August 2012, the Superior Court and the City of Phoenix Police Department launched eWarrant, which allows police officers with specialized training to request a search warrant for a blood draw or the bodily fluids of a person suspected of driving under the influence. The request is made from a police officer's laptop with the eWarrant application and the Court's iCISng database system. The database is monitored by judicial officers in our 24/7 (365 days a year) Search Warrant Center located in the Initial Appearance Court. The same process is used to complete the eReturn.

By Christopher G. Bleuenstein  
Deputy Criminal Court Administrator



Judicial officers, Court Technology Services and Criminal Court staff collaborate to make iCISng one of the best case management systems in the Country.



Court Technology Services staff working overtime on the weekend to roll out new criminal court modules.

## Criminal Court Launches Modules

Each day, for the last several years, staff spent their time scanning hundreds of documents, entering data and sending documents via mail. The simplest of court procedures took days and sometimes weeks to complete.

Now, with iCISng, many of those same processes are automated and finished in minutes, if not seconds, with a few clicks of the mouse.

Most recently, CTS released two new modules in the Criminal Department: the eRelease Form application and IA Summons applications.

With the new eRelease Form application, release orders can now be created in real time. Ultimately, this will allow agencies charged with monitoring a defendant's release conditions to receive information instantaneously, improving public safety.

"The new eRelease Form in iCISng is very user friendly. Terms of release can be set or modified in a matter of seconds. Terms and multiple conditions and/or restrictions are easily added or deleted by quickly clicking through the form with the mouse and result in a near instantaneous filing with the Clerk and immediate distribution to all stakeholders," Commissioner Justin Beresky said.

Before the eRelease Form application, the release orders were hand written. This caused the Clerk of the Court to scan hard-to-read, handwritten documents and then Court Staff were required to input data in the case management system.

According to Commissioner Casey Newcomb, iCISng is a game changer. In the past, Initial Appearance (IA) Commissioners filled out pre-printed paper release orders that provided few options regarding the terms and conditions of a defendant's release. If a term or condition of release was not listed on the pre-printed release order, the IA Commissioner had to hand write the term or condition of release somewhere on the release order. Unfortunately, poor penmanship and limited space often created illegible terms and conditions of release. In contrast, iCISng allows an IA Commissioner to create an easy to read, legible printed release order. Furthermore, it gives the IA Commissioner the flexibility to choose from a wide variety of options regarding the terms and conditions of release.

"iCISng provides significant improvements in displayed information for a defendant. For example, the release conditions screen provides: a charge by charge summary; one-touch access to all related cases for that defendant; all previously imposed release conditions; and specifics as to each future court hearing for that defendant," Commissioner Rick Nothwehr said.

## User Testimonials

*The new eRelease Form in ICISng is very user friendly. Terms of release can be set or modified in a matter of seconds.*

**Justin Beresky**  
**Commissioner**

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*The eRelease Form application is more efficient because it moves information rather than documents to the next user.*

**Diana Hegyi**  
**Dir. Research and Planning**

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*Clerks like the new eRelease Form application because they don't have to fill anything out.*

**Jacki Ireland**  
**Commissioner**

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*The eRelease Order application reduces manual data entry and makes it easier to produce legible release orders and an accurate record in a shorter period of time. It also helps the Criminal Department continue to reduce the amount of paper being used without decreasing our level of service to all parties involved.*

**Bob James**  
**Criminal Court Administrator**

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## Soon to be Launched

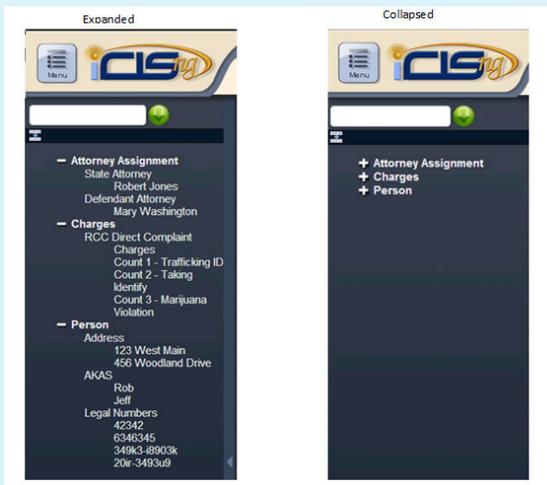
Superior Court is expected to launch iCISng Case View and iCISng Multi-Calendar View in the near future.

Compared to classic iCIS, which was segmented and required the user to switch screens to locate important information, iCISng Case View brings information together. The new Case View provides users with better navigation and allows users to customize their view to highlight important and often used information.

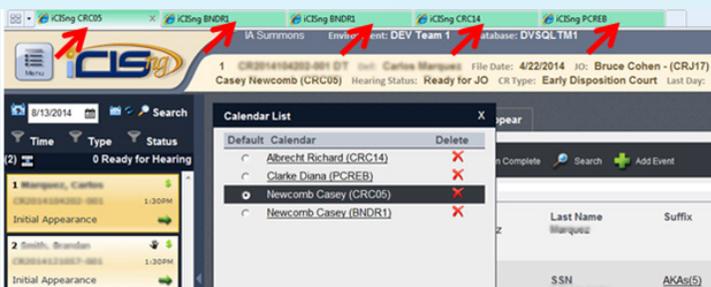
The iCISng Multi-Calendar View allows users the ability to leave their active calendar while opening other calendar windows. Currently, users only have the ability to access one calendar at a time.

Some of the other benefits of the Multi-Calendar View application include: ability to access other calendars; ability to change a default calendar; ability to have multiple calendars open at one time; ability to maintain the current case displayed and the ability to have a history of calendars selected.

### iCISng Case View



### iCISng Multi-Calendar



## iCISng Training Materials

A collection of iCISng training materials such as videos, user manuals, tutorials and reference guides are available on the Judicial Branch of Arizona in Maricopa County's Intranet page.

### iCISng Training Materials

iCISng Documentation and Support Materials	
Overview	
<a href="#">iCIS to iCISng Evolution</a>	REVISED
General	
<a href="#">Case Search and View</a>	
<a href="#">iCISng Docket</a>	REVISED
<a href="#">iCISng my iCISng</a>	
<a href="#">iCISng IA Info</a>	
Demonstration Videos	
<a href="#">Case Search and View 5 Minute Video</a>	
<a href="#">IA Info 2 Minute Video</a>	
<a href="#">IAS Screen Components 3.5 Minute Video</a>	
<a href="#">My iCISng 2.5 Minute Video</a>	
<a href="#">Organize Case Card Layout 2 Minute Video</a>	
IA Court	
<a href="#">iCISng Calendar for Initial Appearance Judicial Officers</a>	REVISED
<a href="#">iCISng Calendar for Initial Appearance Judicial Officers Quick Reference Guide</a>	REVISED
<a href="#">iCISng Calendar for Initial Appearance</a>	
<a href="#">iCISng Calendar for Initial Appearance Quick Reference Guide</a>	
<a href="#">iCISng Work Queue for Pretrial Services</a>	
<a href="#">iCISng Work Queue for Pretrial Services Quick Reference Guide</a>	
<a href="#">iCISng Courtroom Process for IA Admin</a>	
<a href="#">iCISng Creating a Release Order and an Order Regarding Counsel</a>	
<a href="#">iCISng Search Warrants and Returns</a>	
<a href="#">iCISng PTR Tips</a>	
IA Summons Check-in	
<a href="#">Initial Appearance Summons Check-in</a>	REVISED
<a href="#">Initial Appearance Summons Check-in Quick Reference Guide</a>	REVISED
IA Summons Hearing	
<a href="#">IA Summons Judicial Officer Manual</a>	REVISED
<a href="#">IA Summons Judicial Staff and COC</a>	
<a href="#">IA Summons Judicial Processes Quick Reference</a>	REVISED



## CTS ICISNG TEAM



# Agile and Scrum Methodology

The iCISng development process is entirely different from how we developed software for the Court in the past. Probably the biggest difference in the development process is being driven by the business group (the court) rather than the technical group (CTS). Although it might seem logical to you that a system for court workers would be largely created by the input and direction provided by those people, that is not how it typically works in the computer world. In the past, systems were created by the computer shop and then given to the business people for them to use. Our new method has the users of the system defining the features that they want and setting the priorities on when those features should be created.

To help us align CTS' efforts with the Court's direction to have the project driven by the business, CTS has adopted the software development framework called "Scrum," using "Agile" methodology. This new process clearly puts the ownership of the project with the court. In Scrum, we have a role called the "Product Owner," where all requirements for iCISng originate. The Product Owner defines the requirements and decides when the product is ready to be released to the Court's users.

There has been a great deal of research supporting the Scrum and Agile process. The research has consistently shown that using this process results in a greater chance that your project will be successful. Here are just a few of the companies using this process: Google, Apple, Amazon, Siemens Healthcare, Microsoft, Yahoo, Intel, IBM, and Hewlett-Packard. Many of you might remember the Juvenile Court computer system called JOLTS. Although we didn't know it at the time, that project was developed using many of the main principle of Scrum and Agile. JOLTS development was driven by the business team. All the programmers worked for the Juvenile Court's Research and Planning Unit and it was that group that was responsible for deciding what JOLTS was to do. JOLTS existed for almost 30 years, and we are hopeful that iCISng will be around just as long.

*By Steve Stilwell*

## The iCISng Team

Andrew Webster  
Clay Proulx  
Diana Lewis  
Michael Albers  
Stephen Leis  
Timothy Potratz  
Barbara Todd  
Brent Blaylock  
Jason Smink  
Linna Guo  
Stephanie Valenzuela  
Candy Terry  
Jeffrey Rivera  
Joe Montanez  
Robert Lyons  
Viorel Vrancea  
Vickie Fugate  
Todd Herrera-Ridenhour  
Angela Maddox  
Kathy Guy  
Steve Stilwell  
Diana Hegyi  
Raghu Subramanya  
Brian Gay  
Raymond Billotte  
Presiding Judge Norman Davis

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## New Superior Court Judge Appointed



Lori Horn Bustamante

Governor Jan Brewer appointed Lori Horn Bustamante as a Judge on the Maricopa County Superior Court Bench to fill the vacancy created by the retirement of Judge Harriet Chavez.

Since 2011, Judge Bustamante has been a Commissioner for the Maricopa County Superior Court presiding over conservatorships, guardianships, mental health matters, and personal representative appointments for decedent estates. Previously, she was a sole practitioner with the Law Office of Lori Horn (2006-2011); a trial attorney with Allstate Insurance Company (2001-2006); and a Deputy County Attorney with the Maricopa County Attorney's Office (1997-2001).

Judge Bustamante was a co-senior editor of the 2014 Arizona Probate Code Practice Manual. She also is the judicial liaison for the Arizona State Bar Probate and Trust Section Executive Council, and has worked to draft the Judicial College of Arizona Probate Bench Book. In the past, Judge Bustamante has volunteered as a judicial officer on National Adoption Day and with Veterans Stand Down.

She obtained a Bachelor of Science degree, summa cum laude, in History and Justice Studies from Grand Canyon University (1994). She graduated cum laude from Pepperdine University School of Law (1996).

### Judge Starr's Investiture



Arizona Supreme Court Chief Justice Scott Bales swears in Judge Patricia Starr at her investiture ceremony in the Board of Supervisors Auditorium in Phoenix.

Prior to her appointment, Judge Starr served as a Superior Court Commissioner since 2011 in Criminal and Probate/ Mental Health Court.

### Judge Visits Superior Court



Presiding Judge Norman Davis welcomes Judge Tomohiko Kageyama, a visiting judge from Japan. Judge Kageyama travelled to the United States to learn about the American Judicial System and to share insights on how Japanese courts operate. Judge Kageyama will be taking this year to observe court proceedings and attend law school classes at Arizona State University.

## Commissioner Appointed



Andrew Russell

Presiding Judge Norman Davis appointed Andrew J. Russell as a Court Commissioner, filling the vacancy created by the recent appointment of Judge Lori Horn Bustamante to a judgeship.

“Commissioner Russell has an engaging and personable demeanor, and comes well-qualified for this position,” Judge Davis said.

Commissioner Russell has most recently practiced law with Kutak Rock LLP in Scottsdale where he focused on commercial and appellate litigation.

He received his Juris Doctorate from Washington & Lee University School of Law in Lexington, Virginia and served a clerkship with the Arizona Court of Appeals. Commissioner Russell will assume a civil/probate calendar.

## Delegation Visits the Court

On July 8, a delegation from Baja California, Mexico visited the Superior Court under the auspices of the Alliance Partnership/Alianza Estatal.

After observing a trial before Judge Warren Granville, the delegation, made up of prosecutors, victim advocates, law-enforcement officers and judges met with Criminal Court Administrator Bob James, Supervisory Interpreter Scott Robert Loos and Supervisory Translator Diana Cambron to discuss Mexico’s Criminal Reforms.

The Office of Court Interpreting and Translation Services (CITS) is currently updating all internal terminological materials in coordination with the modifications currently being enacted in the Mexican court system. This includes the concept of a trial held in open court, with the attendance of all parties including defendant and victim, an innovation for that system. Other new concepts include plea agreements, trial management judges, benches of three judges to hear trials and deferred prosecution.

By Scott Loos, Court Interpreting and Translation Services

## Employee Anniversaries

### 5 Years

Gloria Green, Judicial Clerk  
Tracey Scags, Health Tech  
David Fuller, Justice of the Peace

### 10 Years

Lisa Karczewski, Counselor  
Valerie Soto, Juvenile Detention Officer  
Anita Clemens, Security Officer II  
Marcella Goldsberry, Judicial Clerk Associate  
Katrina Williams, Judicial Clerk Lead  
Raquel Lopez, Judicial Clerk Senior  
Rosa Mroz, Superior Court Judge  
John Rea, Superior Court Judge  
Sarah Murillo, Juvenile Probation Division Manager  
Olivia Omotinugbon, Juvenile Probation Officer  
Mathugh Vance, Juvenile Detention Officer  
Karla Pacheco-Tena, Juvenile Detention Officer  
Joan Kirkwood, PC/LAN Tech Support  
Michelle Sanders, Judicial Assistant  
Mayra Cassaro, Court Interpreter  
David Svoboda, Court Interpreter  
Jeffrey Duponte, Case Administrator  
Salvador Pastrana, Juvenile Detention Officer  
Erika Scott, Judicial Clerk Lead

### 15 Years

Carey McGrath, Counseling Supervisor  
Jess Beckenhauer, Surveillance Officer  
John Campbell, Surveillance Officer  
Lisa Frost, Juvenile Probation Officer  
Thanette Burton, Judicial Financial Clerk  
Angela Gaines, Judicial Clerk  
Gina Willcoxson, Judicial Assistant  
Laura Lasko, Counselor  
Kyla Braker, Juvenile Probation Officer  
Harold Bright III, Juvenile Probation Officer  
Ricardo Cordova, Juvenile Detention Officer  
Charles Counts, Juvenile Probation Officer  
Norma Madril, Surveillance Officer  
Rindy Trujillo, Juvenile Probation Officer  
Theodora Stafford, Judicial Clerk  
Lidia Uriel, Presentence Screener

### 20 Years

Debra Simon, Bailiff  
Lindell Rhodes, Education Manager

### 25 Years

Jennie Smith, Juvenile Probation Officer  
Christine Jacobs, Juvenile Probation Officer  
Frankie Hernandez, Law Library Assistant

### 32 Years

Lydia Estrada-Gray, Court Reporter

### 35 Years

Scott Loos, Court Interpreter Supervisor

\* Information provided by Debbie Gilliland in the Human Resources Department.