TECHNOLOGY SURVEY

The purpose of this survey is to determine a court's readiness to implement the ACS Contexte Case Management System. Contexte is a web-based application for managing court cases in Arkansas. The application is accessed over the Internet through the Internet Explorer web browser and requires 50 kilobytes per second of dedicated bandwidth for each active user session. The system is hosted on servers located in the Justice Building in Little Rock.

The information collected in this survey will allow the AOC's network team to analyze the court's network and Internet capabilities for implementation of Contexte. After completing the survey, the court may be contacted for an onsite visit to verify the gathered information. The AOC will then provide the court a Technology Assessment in order for the AOC to identify recommended changes for successful Contexte implementation or to conclude whether the court is technically ready to proceed. Please review the Contexte technology requirements, available online at [insert URL here] before completing this survey.

Email the completed survey to Daron Frederick, Network Manager at the following address: mailto:daron.frederick@arkansas.gov

1. Please identify the person completing this survey.

Name	
Title	
Organization	
Address	
Phone	
Fax	
Email	
Date	

2. Please identify the person primarily responsible for network administration and architecture for the clerk's office and the courts (if different from number 1 above).

Name	
Title	
Organization	
Address	
Phone	
Fax	
Email	

3.   Who is your Internet Service Provider (ISP)?

Internet Service Provider	
Type (e.g. cable, DSL)	
Speed	
Number of Internet Users	
Number of Network Users	
Contact Name	
Phone	
Fax	
Email	
Failover or Redundant Internet Service?	

4.   Describe your current wiring structure:

5.   If your facility has multiple buildings, what network hardware is used to connect them?

6.   What types of connections are used to connect users to the network (for example, Ethernet, Twin-Ax, other)?

7. What network hardware is used to connect different floors, rooms, buildings, and facilities (hubs, un-managed switches, managed switches, splitters, wireless, other)? Please list by connection.

8. If your network has routers, are they simple or complex?

9. Does the network have secured or unsecure wireless capability?

10. Do you have any planned changes to the network in the next 12 months?

11. Do you have any current or planned network intensive applications or implementations, such as imaging, video arraignments, or webcasts of court proceedings?

12. If you have had any Internet outages in the past 6 months, how long did they last and what corrections were made?

13. What is your perception of your users' satisfaction with the network?

Extremely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied

14. Local Contact Information for Information Technology Staff

Name	Title	Email	Phone
	IT Manager		
	Network Manager		
	Computer Support		
	Technical Point of Contact		

15. If one is available, please include a **network diagram** with your survey response.

Thank you for completing the technology survey. If you have any questions, comments, or suggestions, or to arrange an onsite visit, please contact:

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REVISION HISTORY

Number	Date	Author	Changes Made
1.0	11/9/2010	Daron Frederick	Changes made during review meeting.
2.0	11/26/2010	Tim Holthoff	Final revision for publication