

Information Technology Advisory Committee (ITAC)

Public Business Meeting
October 14, 2016 Teleconference

Hon. Sheila F. Hanson
Chair, Information Technology Advisory
Committee

Administrative Matters

I. Open Meeting

- Call to Order, Roll Call
- Approve August 25 Minutes

DRAFT Minutes are in the materials e-binder.

II. Public Comment

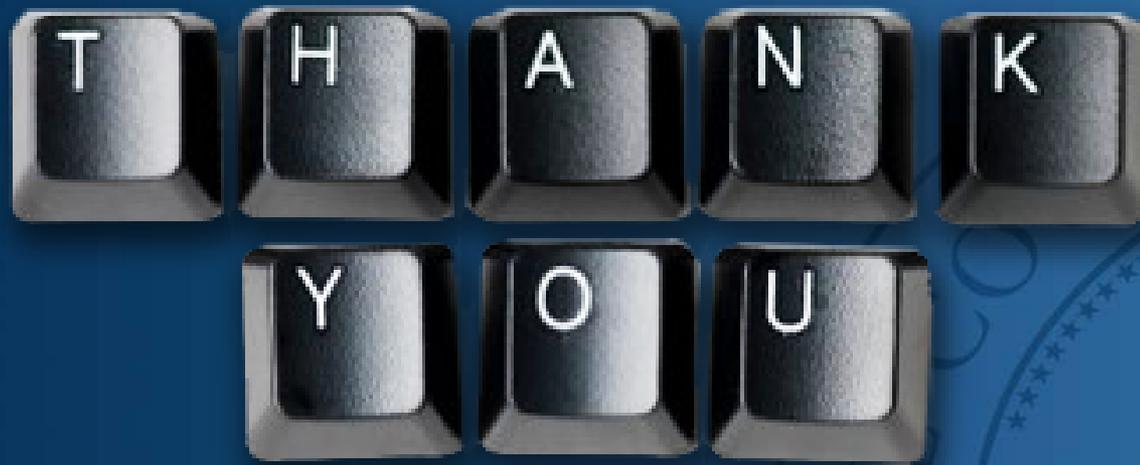
Item 1. Chair Report

Hon. Sheila F. Hanson

Chair, Information Technology Advisory
Committee

Advance to the next slide for this report.

Membership Updates



Justice Bruiniers!

Membership Updates

Welcome New Members

- Hon. Kimberly Menninger
Superior Court of California,
County of Orange
- Ms. Alexandra Grimwade CIO,
Twentieth Century Fox Television

Membership Updates (cont'd)

Reappointed Members

- Mr. Brian Cotta
- Hon. Robert Freedman
- Hon. Louis Mauro
- Mr. Robert Oyung
- Hon. Alan Perkins
- Mr. Don Willenburg
- Mr. David Yamasaki



Seeking ITAC Volunteers

- Traffic Advisory Committee liaison
- Joint Appellate Technology Subcommittee, possibly representing the trial court perspective
- Rules & Policy Subcommittee member with expertise/interest in privacy policy

WORKSTREAM REPORTS

Item 2. CMS Data Exchange (DX) Workstream

Mr. David Yamasaki
Executive Sponsor

Hon. Robert Freedman
Workstream Governance Lead

Refer to the e-binder for the status report.
There are no slides for this report.

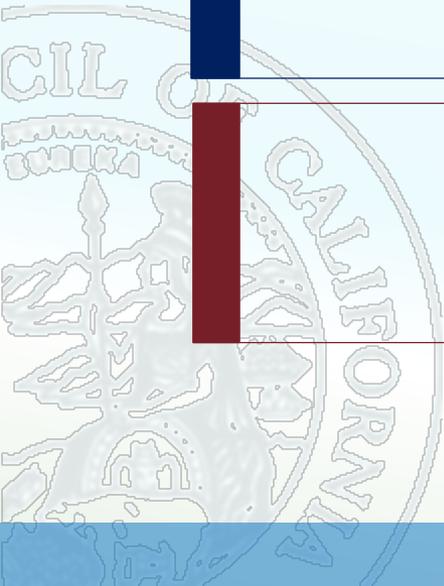
WORKSTREAM REPORTS

Item 3. E-Filing Strategy Workstream

Hon. Sheila F. Hanson
Mr. Robert Oyung
Executive Co-Sponsors

Mr. Snorri Ogata
Project Manager

Refer to the e-binder for the status report.
Advance to the next slide for this report.



E-Filing Workstream Update

October 14, 2016

Status

- ▶ Scope of Work Development
- ▶ E-Filing Technical Architecture
- ▶ Business Operations Document
 - ▶ How E-Filing will be implemented and supported
- ▶ Working on Funding Documents
 - ▶ Innovation Grant: Fund Identity Management and Payment Gateway development
 - ▶ BCP: Innovation Grant request plus funding for staff to launch the program

Seeking funding from both due to uncertainty of either being funded.

Funding

- ▶ A question of timing...
- ▶ E-Filing can (should?) be funded by transaction fees
- ▶ Challenge: Incur costs (contracting, development) before revenue (transactions)
- ▶ Likely timing:
 - ▶ RFP release Dec 2016
 - ▶ Contracts awarded Feb/Mar 2017
 - ▶ Development of infrastructure: 2017
 - ▶ EFSP Certification
 - ▶ Identity Management Selection/Integration
 - ▶ Payment Gateway development and integration
 - ▶ Pilot Court(s) implementation/support 2017/18
 - ▶ General rollout: 2018 ff

} Labor required!

Labor

Contract - Implementation

- ▶ Contracting
- ▶ EFSP Certification Process
- ▶ E-Filing Standards
- ▶ Identity Management Selection/Integration
- ▶ Payment Processing Gateway development and integration
- ▶ Governance design

On-going Support

- ▶ Contract monitoring
- ▶ EFSP/EFM/Court management
- ▶ Standards maintenance
- ▶ Integration support (Identity/Payment)
- ▶ Performance monitoring
- ▶ Governance support

Labor = Money

- ▶ Preliminary estimate:
 - ▶ 1 E-Filing Manager (\$150K, incl. benefits)
 - ▶ 1 E-Filing Business Analyst (\$125K)
 - ▶ 1 E-Filing Technical Analyst (\$125K)
- ▶ First 2 years (getting things set up)
 - ▶ Seek BCP funding
- ▶ On-going (keep it running)
 - ▶ Cost recovery



Future Revenue

- ▶ Grand Total: 13,839,074 (see table)
- ▶ Court Adoption 30% (pretend ONLY LA adopts)
- ▶ Worst Case : 4,151,722
- ▶ Cost Recovery \$0.10
- ▶ Income \$415,172

	Civil Unlimited	Civil Limited	Small Claims	Probate	Mental Health	Family
Initial Filings	208,287	610,288	182,741	41,990	23,148	415,440
Avg Filings / Case	22.16	10.36	3.66	33.41	59.74	5.18
Avg Case Life Span (yrs)	5.0	1.5	1.0	1.0	20.0	1.5
Avg Filings / year	4.43	6.91	3.66	33.41	2.99	3.45
Filings per Year	4,615,619	6,323,653	669,216	1,402,760	1,382,953	2,152,344
Initial Filings	10%	20%	20%	10%	20%	20%
Fee Based Filing	4,154,057	5,058,922	535,373	1,262,484	1,106,363	1,721,875

E-Filing Invoice

Court Filing Fee:	\$400	95.6%
Credit Card Convenience Fee (2.5%):	\$10	2.4%
EFSP Fee:	\$6	1.4%
EFM Fee:	\$2.50	0.6%
Branch cost-recovery fee:	\$0.10	0.02%
Total Cost to file:	\$418.60	

Funding Guidance / Support

- ▶ Are there any concerns with workstream seeking funding from Innovations Grant and/or BCP?
- ▶ Are there any concerns with a “cost recovery” element built in to e-Filing to support costs to run the program?

Likely Next Steps

- ▶ Continue to Seek External Funding
 - ▶ Innovations Grant: October 2016
 - ▶ BCP: Now through January 2017
- ▶ Finalize RFP Scope of Work
 - ▶ Now through November 2016
- ▶ Issue RFP
 - ▶ December 2016
- ▶ Secure E-Filing Team
 - ▶ January 2017
- ▶ Award EFM Contracts
 - ▶ Feb/March 2017



WORKSTREAM REPORTS

Item 4. Next Generation Hosting Strategy Workstream

Hon. Jackson Lucky
Executive Co-Sponsor

Mr. Brian Cotta
Executive Co-Sponsor

Refer to the e-binder for the status report.
There are no additional slides for this report.

WORKSTREAM REPORTS

Item 5. Video Remote Interpreting Workstream

Hon. Terence L. Bruiniers
Executive Sponsor

Refer to the e-binder for the status report.
There are no additional slides for this report.

WORKSTREAM REPORTS

Item 6. Self-Represented Litigants E-Services Workstream

Hon. Robert B. Freedman
Co-Executive Sponsor

Hon. James M. Mize
Co-Executive Sponsor

Refer to the e-binder for the status report.
There are no additional slides for this report.

WORKSTREAM REPORTS

Item 7. Disaster Recovery Workstream

Hon. Alan G. Perkins
Co-Executive Sponsor

Mr. Brian Cotta
Co-Executive Sponsor and Project Manager

Refer to the e-binder for the status report.
There are no additional slides for this report.

WORKSTREAM REPORTS

Item 8. Tactical Plan Update Workstream

Hon. Terence L. Bruiniers
Executive Sponsor

Ms. Kathleen Fink
Project Manager

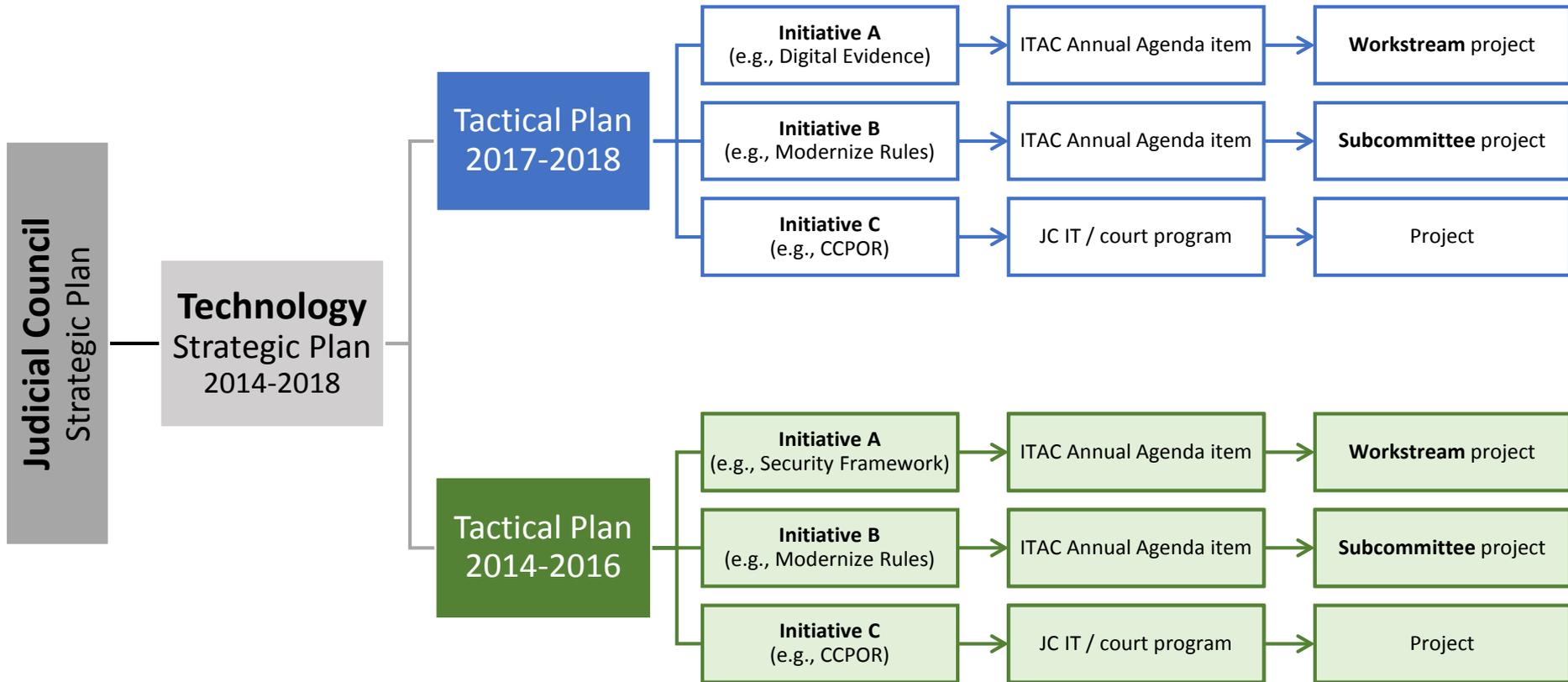
Refer to the e-binder for the status report.
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Updating the Judicial Branch Tactical Plan for Technology 2017-2018

Request to review the
draft Tactical Plan and provide input

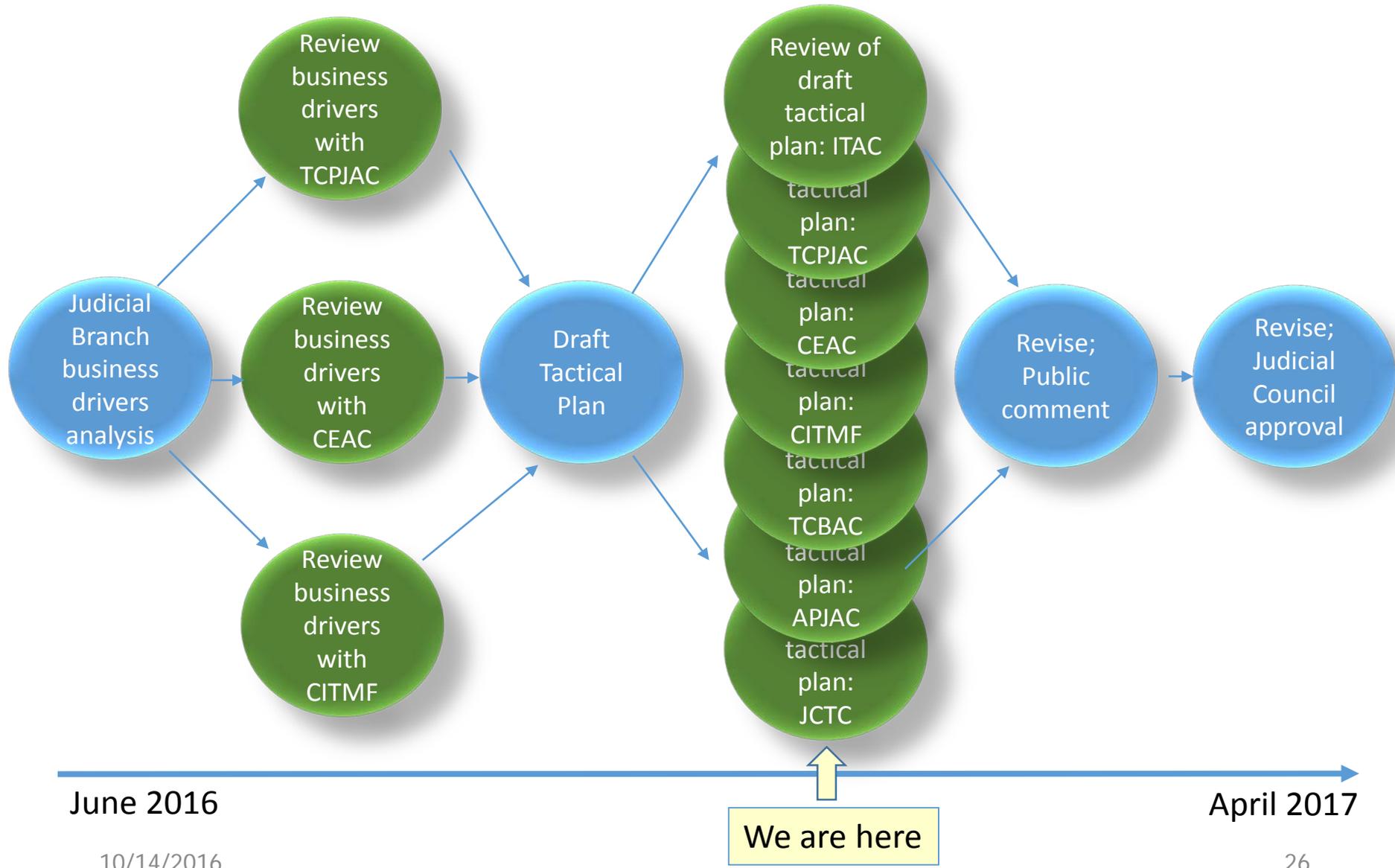
October 14, 2016

Judicial Branch Tactical Plan

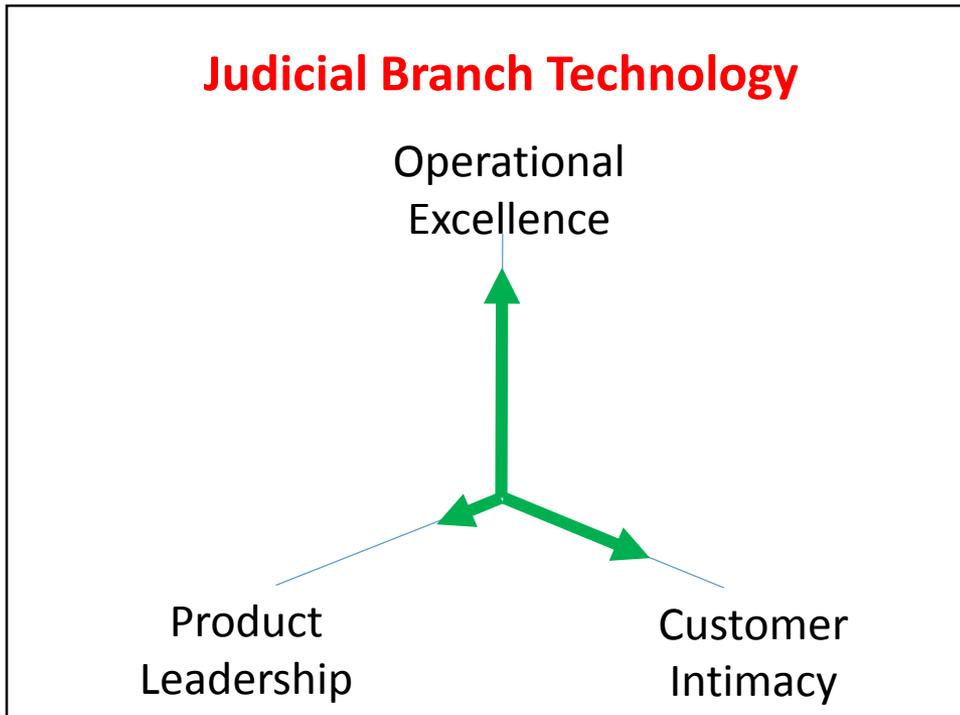


<http://www.courts.ca.gov/documents/jctc-Court-Technology-Tactical-Plan.pdf>

Tactical Plan Update Process



Service Value Focus



Operational Excellence

- Variety kills efficiency
- “One size fits all”

Product Leadership

- Invention
- “Out of the box thinking”

Customer Intimacy

- Customized solutions
- “Have it your way”

Rule 1: Provide the best offering in the marketplace by excelling in a specific dimension of value

Rule 2: Maintain threshold standards on the other dimensions of value

Rule 3: Dominate your market by improving value year after year

Rule 4: Build a well-tuned operating model dedicated to delivering unmatched value

Source: Michael Treacy “The Discipline of Market Leaders” 1995

Judicial Branch Technology SWOT

Strengths

- Strategic planning process
- Foundational technology
- Culture of innovation and collaboration
- Experienced staff branchwide

Weaknesses

- Lack of predictable funding
- Insufficient resources
- Evolving technology management processes
- Difficulty sharing information across the branch

Opportunities

- Provide services to a tech savvy population
- Refine and enhance the CMS ecosystem
- Process re-engineering and lower cost solutions
- Leverage innovation within the branch

Threats

- Lack of funding restricts deployment and innovation
- Legislative restrictions limit alternatives
- New collaboration model requires time and resources to develop
- Competing with private industry for talent

Judicial Branch Business Drivers

- Forms foundational technology
- Supports culture of innovation and collaboration
- Optimizes use of experienced staff branchwide
- Leverages tech savvy population
- Refines and enhances the CMS ecosystem
- Re-engineers a process to increase effectiveness for the branch or public
- Leverages innovation within the branch
- Addresses lack of predictable funding
- Addresses insufficient resources
- Solidifies technology management processes
- Promotes branch sharing
- Attracts private industry talent
- Supports internal change management to increase technology use
- Improves technology security
- Assists strategic planning process

New Initiatives Proposed

- With most 2014-2016 initiatives continuing, selection was limited to two new initiatives

Proposal	Disposition
<ul style="list-style-type: none"> • Digital Evidence 	<p>Combined: Digital Evidence: Acceptance, Storage, and Retention</p>
<ul style="list-style-type: none"> • Digital exhibit acceptance and management 	
<ul style="list-style-type: none"> • Increased education and access to industry resources for court IT leaders 	<p>Combined: Assess strategies to share technical resources, strengthen IT leadership, and increase collaboration within the branch</p>
<ul style="list-style-type: none"> • Shared technology resources between courts 	
<ul style="list-style-type: none"> • Assess strategies for increased sharing of technical resources within the branch 	
<ul style="list-style-type: none"> • Open Data – Information Governance 	<p>Deferred: A critical next step as more courts deploy modern CMS and DMS</p>
<ul style="list-style-type: none"> • Systems Tech Refresh 	<p>Deferred: Requires resources the branch currently does not have</p>
<ul style="list-style-type: none"> • Transcript Assembly Platform (TAP) 	<p>Deferred: More applicable to innovations</p>
<ul style="list-style-type: none"> • Public Window Queue Management System 	<p>Deferred: More applicable to innovations</p>

Tactical Plan Review

- We are asking for your help to review the draft Tactical Plan for 2017-2018 and respond with your input.
- Draft will be distributed to ITAC members via email by October 17.
- Input is requested by November 4.
- Targeting Final Draft to be issued for public comment (following revisions) in December 2016-January 2017.
- Final committee approvals and Judicial Council presentation in March and April 2017.

SUBCOMMITTEE REPORTS

Item 9. ITAC Projects Subcommittee

Hon. Robert B. Freedman
Chair, Projects Subcommittee

Refer to the e-binder for the status report.
There are no additional slides for this report.

SUBCOMMITTEE REPORTS

Item 10. ITAC Rules & Policy Subcommittee

Hon. Peter J. Siggins
Chair, Rules & Policy Subcommittee

Refer to the e-binder for the status report.
Advance to the next slide for this report.

Revised Guidelines for Remote Video Proceedings (RVP) Reports

- Review the draft revised guidelines (in materials) for the semiannual reporting to the Judicial Council on RVP in traffic infraction cases.
- **Action Requested:** Decide whether to recommend the updated guidelines to be approved by the Judicial Council's Technology Committee (JCTC).
- Note: The January-June 30 Fresno RVP report was distributed to members on Oct 7.

SUBCOMMITTEE REPORTS

Item 11. Joint Appellate Technology Subcommittee (JATS)

Hon. Louis R. Mauro
Chair, JATS

Refer to the e-binder for the status report.
There are no additional slides for this report.

Item 12. Judicial Council Technology Committee (JCTC) Update

Hon. Daniel Buckley
Vice-Chair, JCTC

There are no additional slides for this report.

Item 13. 2017 Annual Agenda Planning

Hon. Sheila F. Hanson
Chair, ITAC

Ms. Jamel Jones
Lead Staff, ITAC

Advance to next slide for this report.

Today

- Introduction, Objectives
- Preview Carryover Projects list
- New Project Proposals – Discuss
- Next Steps



Introduction

- The “Annual Agenda” outlines projects ITAC is authorized to carry out annually.
- The agenda is developed by ITAC and requires approval by the JCTC.
- Mid-year shifts require an approved amendment to the agenda.

Annual Agenda Planning

Objectives

Today

- Preview full project list under consideration.
- More closely look at new project proposals; ask questions, make clarifications.

December Meeting

- In-depth review of all project proposals.
- Discuss resources and priorities and decide which to move forward versus defer.
- Refine descriptions and set priorities.

Carryover Rules & Policy Projects

- Modernize Rules of Court –Trial Court (Ongoing)
- Standards, Rules and/or Legislation for E-Signatures
- Rules for Remote Access to Court Records by Local Justice Partners
- Rules for E-Filing
- Privacy Policy (Joint with JATS/Appellate)
- Standards for Electronic Court Records

Annual Agenda Planning

Carryover Joint Appellate Technology Projects

- Modernize Rules of Court – Appellate (Ongoing)
- Privacy Policy (Joint with RPS/Rules)
- Consult on Appellate Court Technological Issues

Annual Agenda Planning

Carryover Workstreams

Workstreams

- E-Filing Strategy
- Next Generation Hosting Strategy
- Video Remote Interpreting Pilot
- SRL E-Services
- Disaster Recovery Framework
- Tactical Plan

ITAC Sponsors

- Hanson, Oyung
- Lucky, Cotta
- Bruiniers
- Freedman, Mize
- Perkins, Cotta
- Bruiniers

Annual Agenda Planning

New Proposals

- a) Judicial Council Forms Modernization
- b) Next Generation Infrastructure & In-Support for Courts
- c) Transcript Assembly Platform
- d) CMS Data Exchanges Ph II: Maintenance

New Proposal (a)

Judicial Council Forms Modernization

- Submitters:
Judge Freedman and Judge Lucky
- Alignment to Tactical Plan:
Indirect alignment to e-filing, SRL, and innovative services initiatives
- Summary: Review and investigate options for modernizing Judicial Council forms to improve their usage and efficiency in the non-paper based, electronic world; thereby providing more benefits to all users (courts, partners, litigants).

New Proposal (b)

Next Generation Infrastructure & In-sourcing Support for the Courts

- Submitter:
Anh Tran, San Joaquin
- Alignment to Tactical Plan:
N/A – Aligns to Strategic Plan
- Summary: Explore development of a framework to leverage/share technical network and infrastructure support resources across the courts in a manner that is virtualized, optimizes technical expertise, and minimizes overall court costs.

New Proposal (c)

Transcript Assembly Program

- Submitter:
Brian Cotta
- Alignment to Tactical Plan:
Indirectly alignment to innovative services initiative
- Summary: Adoption and deployment of the Transcript Assembly Program in all courts (superior and appellate). The proposed project is to continue working with the existing manufacturer to enhance and reengineer the TAP product to be a web/cloud-based system.

New Proposal (d)

CMS Data Exchange Phase II: Maintenance

- Submitter:
David Yamasaki, Judge Freedman, Alan Crouse
- Alignment to Tactical Plan:
Direct alignment to initiative in existing plan
- Summary: Adoption and deployment of the Transcript Assembly Program in all courts (superior and appellate). The proposed project is to continue working with the existing manufacturer to enhance and reengineer the TAP product to be a web/cloud-based system.

Next Steps

- Questions?
- Chairs and staff to ready all proposals for December 2 discussion
- Sponsors and Subcommittee Chairs to provide year-end status reports for 2016 agenda items