Information Technology Advisory Committee (ITAC)

Public Business Meeting
December 4, 2017 In Person

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

I. Open Meeting
   • Call to Order, Roll Call
   • Approve October 27 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

There are no additional slides for this report.
REPORT

Item 2. Judicial Council Technology Committee Update

Hon. Marsha Slough, Chair, J CTC

There are no additional slides for this report.
DISCUSSION ITEM

Item 3. Next-Generation Framework Workstream

Hon. Lucky Jackson, Executive Co-Sponsor
Mr. Brian Cotta, Executive Co-Sponsor
Ms. Heather Pettit, Program Manager

Advance to the next slide for this report.
Workstream Tasks

• Define industry best practices for hosting.
• Develop matrix of solutions with pros, cons, and example applications hosted and costs.
• Produce educational document with tool for use by courts in individual evaluation.
• Hold a one-day summit on hosting, if needed.
• Determine interest and support for possible solutions at branch level.
• Develop recommendation for branch-level hosting model.
Deliverables (in materials)

• Next-Generation Hosting Framework Guide
  • Data Center Options
  • Service-Level Definitions, Timeframes
  • Technology Assets and Service Levels
  • Recommended Solutions
  • Branchwide Recommendations

• Attachments
  A. Recommended Service Levels, Inventory Assets, Solutions
  B. Inventory Checklist Template
  C. Technology Roadmap Template/Sample
Branch Comment

• Circulated deliverables to branch for comment October/November
• Generally supportive response
• Incorporated non-substantive revisions for clarity
• Full comment matrix provided in materials
Requested Action of ITAC

- Provide any additional feedback
- Approve and recommend deliverables to the J CTC for adoption
- Pending J CTC approval, sunset this phase of the workstream
Next Steps: Propose Ph. 2 Workstream

- Establish master agreements for cloud service providers (potential shared effort with DR Workstream initiative)
- Identify and implement a pilot program to test the branch Next-Generation Hosting Framework and report findings
- Establish the judicial branch support model for IT services
- Determine funding mechanism to transition courts to new hosting models
Item 4. Annual Agenda Planning

Mr. Robert Oyung, CIO,
Judicial Council Information Technology
Ms. Jamel Jones, Supervisor,
Judicial Council Information Technology

Advance to the next slide for discussion.
Process Overview

• Review and refine proposed subcommittee and workstream initiatives
• Follow order shown in Index of Topics
• Review, evaluate, discuss, and select potential initiatives for inclusion
• Approve final agenda contents
Evaluation Tool

Strategic Importance

High!  Low

Hard  Realistic  Easy
Item 5. Branch Budget Update

Mr. Zlatko Theodorovic, Director, Judicial Council Budget Services

There are no additional slides for this report.

Mr. Robert Oyung, CIO, Judicial Council Information Technology

Advance to the next slide for this report
What is a BCP?

• Budget Change Proposal
• Proposes a change to existing/baseline budget
• Final BCP submitted to the Department of Finance
• If approved, included in the Governor’s budget
Phases of Development

Involves:
- JC IT and Budget Services
- Court/stakeholder input and data gathering
- Appropriate committee approvals
# BCP Approval Timeline

<table>
<thead>
<tr>
<th>Period</th>
<th>Action</th>
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</thead>
<tbody>
<tr>
<td>January - March</td>
<td>Initial Funding Requests (IFRs) developed</td>
</tr>
<tr>
<td>March/April/May</td>
<td>IFRs approved by appropriate committees</td>
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<tr>
<td>July</td>
<td>Judicial Council approves prioritized list</td>
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## Regular Cycle

<table>
<thead>
<tr>
<th>Period</th>
<th>Action</th>
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<tbody>
<tr>
<td>June - July</td>
<td>Draft full BCP</td>
</tr>
<tr>
<td>August</td>
<td>Submit to Budget Services for review and refinement</td>
</tr>
<tr>
<td>September</td>
<td>Submit to Department of Finance</td>
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</table>

## Spring Cycle

<table>
<thead>
<tr>
<th>Period</th>
<th>Action</th>
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<tbody>
<tr>
<td>June - November</td>
<td>Draft full BCP</td>
</tr>
<tr>
<td>December</td>
<td>Submit to Budget Services for review and refinement</td>
</tr>
<tr>
<td>January/February</td>
<td>Submit to Department of Finance</td>
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</table>
## BCP Approval Timeline

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<tr>
<th>Year</th>
<th>Jan</th>
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<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
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<th>Sep</th>
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<td></td>
<td>IFRs Developed</td>
<td>IFRs Approved</td>
<td>Judicial Council Approves</td>
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<tr>
<td><strong>Regular Cycle</strong></td>
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<td>Draft BCP</td>
<td>Budget Svcs Reviews</td>
<td>DoF Reviews</td>
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<td><strong>Spring Cycle</strong></td>
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<td>Gather Data &amp; Draft BCPs</td>
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<tr>
<td><strong>2019</strong></td>
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<td></td>
<td>DoF Reviews</td>
<td>BCP Reviewed and Approved as part of the Governor’s Budget</td>
<td>Funding Begins</td>
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FY18-19 BCPs

In Progress

Regular Cycle (already submitted to DoF)
- Upgrade Phoenix System
- California Courts Protective Order Registry (CCPOR)
- Single Sign-On Solution

Spring Cycle (to be submitted in January)
- Case Management System Replacement
- Digitizing Paper and Filmed Case Files
- Self-Represented Litigants Statewide e-Services Solutions
## FY19-20 BCPs

### CI TMF Priorities

<table>
<thead>
<tr>
<th>BCP Concepts</th>
<th>Votes</th>
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<tbody>
<tr>
<td>1. Court Disaster Recovery</td>
<td>17</td>
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<tr>
<td>2. Business Intelligence/Data Analytics</td>
<td>8</td>
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<tr>
<td>3. Digital Evidence; Acceptance, Storage and Retention</td>
<td>6</td>
</tr>
<tr>
<td>4. Establish collaboration platform</td>
<td>6</td>
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<tr>
<td>5. Transition to Next-Generation Hosting Model</td>
<td>6</td>
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<td>6. Mobile Apps, Attorney/Litigant Check-in</td>
<td>6</td>
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<td>7. Courthouse Video Connectivity and Remote Video Appearances</td>
<td>5</td>
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<tr>
<td>8. Annual help with the cost of O365</td>
<td>4</td>
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<tr>
<td>9. Efiling BCP for OneSolution CMS courts</td>
<td>4</td>
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<tr>
<td>10. Equipment refreshes for consortium of smaller courts</td>
<td>3</td>
</tr>
<tr>
<td>11. Online Dispute Resolution</td>
<td>3</td>
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<tr>
<td>12. Virtual Customer Assistance (i.e., Chatbot)</td>
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<tr>
<td>13. Appellate Court CMS replacement</td>
<td>2</td>
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<tr>
<td>14. Video Remote Interpreting</td>
<td>1</td>
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<tr>
<td>15. Digitizing Documents phase II</td>
<td>1</td>
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<tr>
<td>16. Real time voice to text translation</td>
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Item 7. Update on IT Security Framework

Mr. Michael Derr, Principal Manager, Judicial Council Information Technology

Advance to the next slide for this report
Overview

• The current review cycle of the Judicial Branch information technology security framework is nearing completion.

• To accomplish this task, the Judicial Council has partnered with AT&T Cybersecurity Consulting Services.
Current Structure

- Designed to adhere to NIST standards
- Released as a generic template to be localized by individual courts
  - Security framework implementation checklist developed to assist courts with this process
As Proposed

• Framework to be revised so that it applies universally to the branch.
  • Allows courts to shift their focus from localizing the framework and instead, reallocate this time towards framework implementation tasks

• Additional privacy controls to be incorporated as outlined in NIST
Next Steps

• ITAC endorsement of the proposed revision strategy is requested prior to finalization and submission for ratification
Item 8. JCIT Statewide Initiative Update

Ms. Virginia Sanders-Hinds, Principal Manager, Judicial Council Information Technology

Mr. Mark Gelade, Supervisor, Judicial Council Information Technology

Advance to the next slide for this report
Case Management System (CMS) Request for Proposal (RFP)

- Scope and objective: Statewide Master Service Agreements (MSAs) for trial courts
- Collaboration across eight courts
- Project status: Vendor demonstrations scheduled for 12/4/17 through 12/6/17
- Targeting December for Intent to Award
Appellate Electronic Filing (e-filing)

- Scope and objective: Enable electronic filing capability in all the appellate courts.
- Project status: All courts are now accepting electronic filings.
- Next steps: Application upgrades and enhancements.
Document Management System (DMS)

- Scope and objective: Improved document storage, greater access to court information, capability for better collaboration

- Current status: Contract completion targeted for December 2017

- Next Steps – Commence deployments
Electronic Signature Initiative

• Scope and objective: Establish a service for electronic signatures for the appellate and trial courts.

• Project status: Evaluation process for Request for Proposal responses will begin on December 4th.

• Target for Intent to Award is January 2018.
JCIT Web Services

Building a Better Web

Presented by: Mark R. Gelade
December 4, 2017
Web Services: What we do...

- Web design & editing
- Graphics
- Web analytics
- Usability
- Programming

Content management systems
coding
Mobile & Responsive Design
CSS styling
Social Media mgmt
Interaction design
coding Mobile & Responsive Design
SEO
Social Media mgmt
Multimedia production
Consulting
Site building
Information architecture
Interaction design
Editing
Web analytics
Content strategy
Web redesigns
Usability
SEO
Content analysis
Information architecture
Web redesigns
Programming
UX Design & User experience
Application development
Client support
Brand management
Quality assurance
SEO
Social Media mgmt
Multimedia production
Consulting
Site building
Information architecture
Interaction design
Editing
Web redesigns
Content analysis
Information architecture
Web redesigns
Application development
Client support
Brand management
Quality assurance
Web Services: Vision & Mission

Supporting Branch Technology Goals

Promote the Digital Court

- Improve access, administer timely, efficient justice, gain case processing efficiencies and improve public safety through electronic services for public interaction and collaboration with justice partners. E.g. CMS, DMS, e-filing, online services.

Optimize Branch Resources

- Encourage technology innovation, collaborative court initiatives, and professional development, to maximize the use of personnel resources, technology assets, and leveraged procurement. E.g. technical communities, contracts.

Optimize Infrastructure

- Leverage and support a reliable secure technology infrastructure. Ensure continual investment in existing infrastructure and exploration of consolidated and shared computing where appropriate. E.g. network, disaster recovery.

Promote Rule and Legislative Changes

- Drive modernization of statutes, rules and procedures to facilitate use of technology in court operations and delivery of court services. E.g. e-filing, privacy, digital signatures.
Aligning and partnering:

- SRL eServices Workstream
- Futures Commission
- Innovation Grants/ Appellate Self-Help Learning Center

PLUS

- Supporting and socializing a “digital services” methodology
- Investing in modernization our web infrastructure for more scalability
- Modeling and supporting a cohesive User Experience throughout the branch
Web Services: User Experience (UX)
Web Services: User Experience (UX)
Web Services: User Experience (UX)
Web Services: Roadmap

- Mobile/Responsive Framework for Courts.ca.gov
  - Q3/Q4 2017

- New Scalable Managed Web Hosting Platform
  - 2018-19

- Interactive Appellate Self-Help Center
  - 2019-21

- Statewide e-Services Portal
  - (in conjunction with SRL Workstream Innovations, & Futures Commission)

- Other Initiatives

- JRN Re-Skin/Home Page Redesign
Web Services: Roadmap

- Online/Web Accessibility
- Socializing “Service Design”
- Trial Court Web Template Refresh
- Online Collaborative Tools & Workspaces for JRN
Web Services: In Our (near) Future

- Cloud Hosting
- Online Collaboration
- Open Source
- Self-Service Options
- Intelligent Chat
- Artificial Intelligence
Item 9. Liaison Reports

Reports from members appointed as liaisons to/from other advisory bodies are invited to highlight key accomplishments.

There are no additional slides for this report.
Adjourn
End of Presentation (Slides)

Meeting materials e-binder containing supplemental materials is provided separately.