

FY 20/21 Technology Related Budget Change Proposals (BCPs) Initial Funding Request (IFR) Summary

Disaster Recovery Solutions - Pilot

The Judicial Council Technology Committee proposes a General Fund augmentation in Fiscal Year 2020-21 of \$1.429 million, and ongoing funding of \$329,000 to establish a Disaster Recovery (DR) program that provides support and expertise to courts on disaster recovery strategies and solutions. The program will include DR strategies based on court needs and requirements and will evaluate both cloud-based and on-premise DR services, as well as expertise in designing and implementing DR plans.

Included in this request are 2.0 FTE positions within the Judicial Council Information Technology Office to:

- Manage the vendor Master Service Agreements (MSAs) and contracts;
- Provide guidance to court during their DR discovery process;
- Make recommendations and provide assistance to courts on their DR strategy;
- Create a roadmap for all courts to utilize as a standard for executing DR plans.

This program allows the branch to begin the process of operationalizing concepts established by the Information Technology Advisory Committee's Disaster Recovery Workstream as it works to modernize the branch's disaster recovery capabilities. *, **

Digital Evidence in the Court - Pilot

The Judicial Council Technology Committee proposes a one-time General Fund augmentation in Fiscal Year 2020-21 and on-going costs of \$860,000 to \$1.5 million for a digital evidence storage and playback service and 3.0 FTE positions, to pilot services at 3-5 courts in support of managing digital evidence in the courts. (All costs are ongoing.) Digital or electronic evidence is evidence that is created, received, stored, or transmitted in digital format (i.e., photographs, video recordings, and documents in pdf format). Courts already encounter digital evidence in increasing volume and in various standards and formats, and need assistance on managing such evidence.

Body cameras, video surveillance, personal cell phones, and social media contribute to the exponential growth of digital evidence presented. The need to maintain security and chain of custody while making the evidence available to appropriate parties, and the potential for the introduction of malware (e.g., computer viruses) via submitted digital evidence creates a situation the courts must address quickly.

The Information Technology Advisory Committee's Digital Evidence Workstream will recommend a secure, cost-effective solution to provide a storage and playback service that courts will be able to use to manage digital evidence. A pilot of the service will assess the effectiveness of the solution and generate information on next steps, best practices, and costs for onboarding additional courts. As more courts use the service, it will generate business intelligence for the judicial branch on how digital evidence is impacting the courts, such as the volume and types of digital evidence, as well as new types of digital evidence that may appear. **

Next Generation Data Hosting Consulting Services

The Judicial Council Technology Committee proposes an estimated General Fund augmentation in Fiscal Year 2020-21 of \$964,000 to \$1.296 million to implement the concepts outlined in the Next Generation Hosting Framework (NGH) at one or more courts. Funding would be used to test the methodology and playbook for courts to operationalize branch-level recommendations developed by the Information Technology Advisory Committee's NGH workstream. The playbook will provide a mechanism to evaluate the best practices, methods,

and technologies available for data center services, including servers, network, and software for mission-critical court applications.

The NGH workstream recommendations present guidelines to assist courts in making decisions on hosting court technology systems using modern, scalable, and flexible models. The models range from on-premise local hosting solutions, regional court data centers, cloud computing solutions via third party service providers, or hybrid models of the above. The funding would allow courts to test framework guidelines, to use and refine common service level definitions and expectations, and to take advantage of new hosting technologies available to the branch. Courts may leverage Master Service Agreements (MSAs) negotiated with providers for hosting support for critical applications including: court case management systems, public service portals, jury systems, DMV, payroll, financial, email systems and web services. This request will enable the courts to utilize solutions and leverage the expertise of the workstream's recommendations to better utilize modern, robust, flexible, and cost-effective hosting solutions that are suitable for each court's technology environment and needs. *, **

Digitizing Documents Phases 2 – 3

The Judicial Council Technology Committee requests an estimated General Fund augmentation in Fiscal Year 2020-21 of \$17.8 million to expand the digitizing of court records. This extends and supports the Phase 1 BCP (for \$5.6 million) currently included in the FY 2019-20 Governor's Budget, pending final approval.

The first phase of digitization of mandatory paper court records was for equipment and consulting services for 5 – 7 courts. This budget change proposal is to fund the next two phases of the paper digitization. The funding will cover the conversion of mandated paper case files in at least one case type for approximately 15 courts, including Supreme Court, Court of Appeals and Trial Courts.

Productizing Court Innovations

The Judicial Council Technology Committee requests an estimated General Fund augmentation in Fiscal Year 2020-21 of \$4 – 6 million to develop and deploy a branchwide strategy for productizing California Court Technology Innovations Grants (TIG). The courts, in partnership with the Judicial Council Information Technology office, began an initiative in 2018 called CourtStack to address the need to take single court solutions, such as those funded by the TIG, and deploy them to other jurisdictions/courts. The funding would be used for the development of foundational software services, applications and the support and deployment of those applications throughout the branch.*

Electronic (Intelligent) Judicial Council Forms Solution

The Judicial Council Technology Committee requests an estimated General Fund augmentation in Fiscal Year 2020-21 of \$1.535 million for the modernization and transformation of Judicial Council forms and \$635,000 ongoing for 4.0 FTEs to support the implementation and deployment of a branchwide forms solution based on the recommendations of the Information Technology Advisory Committee's Intelligent Forms Workstream.

Court forms are the most frequent point of contact that the public has with the Judicial Council of California. In 2016, 92% of the downloads from the state court website (www.courts.ca.gov) was forms.

Providing self-represented litigants access to forms that can be used remotely and at no charge means access to justice, enabling users to file court documents and seek legal remedies. Family law, probate, protective orders,

name changes, and other legal processes are largely form-driven. Court forms are critical for improving service and access to self-represented litigants.

According to Pew Research Center (2017), 77% of US adults own a smartphone, and 12% rely exclusively on their smartphones to access the internet. Among those between 18 and 29 years old, 92% own smartphones; 20% of adults living in households earning less than \$30,000/year are smartphone-only internet users. These lower-income households are the most likely to be self-represented. There is not only an expectation, but also a growing need, for people to interact with public entities remotely. Judicial Council forms do not meet those needs and expectations.

Judicial Council forms have traditionally been used as paper documents. Forms are printed, completed, and submitted to the court in person and by mail. While paper-based forms serve an important purpose, the need to transact business remotely makes them increasingly complex, costly, and difficult to use. New technologies like e-filing, e-service, and new court case management systems will require better data portability between forms, these new systems, and other court technology solutions. To remain agile and responsive, technology must be leveraged to improve the way in which forms are used within the court system.

The Intelligent Forms initiative will enable the Judicial Council Technology Office to establish a platform for the development, deployment, and maintenance of a branch-wide Intelligent Forms solution. The Judicial Council, as the official publisher of Judicial Council forms, is the entity properly charged with the responsibility for delivering the technical infrastructure. **

**No on-going funding would be provided to the courts (i.e., if a court wished to continue the pilot, it must fund on-going costs.)*

***Previously reviewed and deferred.*