



JUDICIAL COUNCIL OF CALIFORNIA

INFORMATION TECHNOLOGY
ADVISORY COMMITTEE

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INFORMATION TECHNOLOGY ADVISORY COMMITTEE

MINUTES OF OPEN MEETING

August 7, 2017

10:00 AM

Teleconference

Advisory Body Members and Liaisons Present: Hon. Sheila F. Hanson, Chair; Hon. Louis R. Mauro, Vice Chair; Mr. Brian Cotta; Hon. Julie R. Culver; Hon. Michael S. Groch; Hon. Jackson Lucky; Mr. Terry McNally; Hon. Kimberly Menninger; Hon. James Mize; Mr. Snorri Ogata; Hon. Alan G. Perkins; Hon. Peter J. Siggins; Mr. Don Willenburg; Ms. Jeannette Vannoy; Mr. David H. Yamasaki

Advisory Body Members and Liaisons Absent: Ms. Alexandra Grimwade; Hon. Samantha P. Jessner; Mr. Darrel Parker; Hon. Mark Stone; Hon. Joseph Wiseman

Others Present: Hon. Marsha Slough; Hon. Daniel J. Buckley; Mr. Robert Oyung; Mr. Mark Dusman; Ms. Kathy Fink; Ms. Jamel Jones; Mr. Patrick O'Donnell; Ms. Andrea Jaramillo; Ms. Fati Farmanfamaian; Ms. Nicole Rosa

OPEN MEETING

Call to Order and Roll Call

The chair called the meeting to order at 10:00 AM, and took roll call.

Approval of Minutes

The advisory body reviewed and approved the minutes of the June 9, 2017, Information Technology Advisory Committee meeting.

There were no public comments submitted.

DISCUSSION AND ACTION ITEMS (ITEMS 1 – 6)

Item 1 10:00 a.m. – 10:05 a.m.

Opening Remarks and Chair Report

Provide general update on activities relevant to the committee.

Presenter: Hon. Sheila F. Hanson, Chair

Update: Judge Hanson welcomed everyone to the ITAC meeting and noted there was a full agenda before giving her updates.

- The Technology Summit, August 23rd and 24th in Sacramento will be at capacity. However, if you haven't registered please contact Ms. Jamel Jones to be waitlisted in case of cancellations.
- The procurement team leading the RFP effort to select statewide E-filing Managers (or EFMS) has issued an intent to award master agreements with three vendors; those being Image Soft, Tyler Technologies, and Journal Technologies. This brings the branch further along to establishing statewide e-filing program that will promote, enable and assist full court participation in e-filing. She thanked the e-filing workstream team for working diligently to ensure the success of this initiative.
- Along with Mr. Snorri Ogata's outstanding work with the beforementioned e-filing workstream, he is being awarded the Distinguished Service Award 2017. This is the highest of honors given by the State court system's governing body. It recognizes individuals that have demonstrated extraordinary leadership and contributions to the judicial branch. Judge Hanson expressed her congratulations and delight in having Mr. Ogata's expertise and innovative thinking as a member of ITAC.
- Judge Hanson announced that she has appointed Judge Michael Groch will be joining Judge James Mize as an executive co-sponsor of the Self-Representative Litigants (SRL) E-Services Workstream. Judge Groch replaces Judge Freedman, who retired in April.
- Lastly, the nomination period just ended regarding ITAC openings. The Chief Justice announced appointments. Judge Julie Culver, Judge Samantha Jessner, Judge Hanson have all been reappointed. Judge Tara Desautels has been appointed to fill the remaining term of Judge Freedman. Two new CIOs have been appointed, Mr. Paras Gupta and Ms. Heather Pettit. Justice Siggins has been reappointed and Justice Bruce Smith is newly appointed to ITAC.
- Judge Hanson announced the Digital Evidence are soliciting workstream membership. Please reach out to Judge Kimberly Menninger or Ms. Kathy Fink.

DISCUSSION ITEMS

Item 2 10:05 a.m. – 10:20 a.m.

Self-Represented Litigants E-Services Workstream—Review Request for Information (Action Requested)

Provide an overview of the Request for Information (RFI) inviting proposers to demonstrate how to approach development of a next generation e-services portal for self-represented litigants. Decide whether to approve that the workstream proceed with the RFI process, including to publish the solicitation.

Presenters: Hon. James M. Mize, Executive Co-Sponsor
Mr. Brett Howard, Workstream Court Lead/Project Manager and Chief Information Officer, Superior Court of Orange

Action: Judge Mize asked Mr. Brett Howard to provide the update regarding SRL. Mr. Howard reviewed the slides in the materials. The slides include the workstream's charge, progress, and request for information (RFI) details. The RFI includes: Managed web content hosting and portal development; Education resources, intelligent triage and integrated online dispute resolution; Integrated online chat and call center assistance; and Systems integration with existing document assembly, e-filing and identity management systems.

The RFI asks for architects, integrators, and developers to envision and offer solutions to help launch a new 21st century SRL portal. This workstream would like to publish the RFI by August 14 and report findings back to ITAC by November 6.

Judge Mize added that the RFI is currently more viable than an RFP. Mr. Rob Oyung suggested that the Innovation Grants awardees should link with this workstream and Mr. Howard agreed he would reach out to them.

Motion to approve that the workstream proceed with the RFI process, including to publish the solicitation.

Approved.

Item 3 10:20 a.m. – 10:35 a.m.

Intelligent Forms Workstream—Status and Discussion

Provide an update on the status of the workstream. Discuss direction and focus areas.

Presenter: Hon. Jackson Lucky, Executive Sponsor

Update: Judge Lucky noted the group has met several times and are still receiving requests from appellate courts to join this workstream, so will continue to look at membership. Meeting discussions focus on issues and challenges. There was also a demo from Law Help Interactive (LHI), who uses HotDocs. The workstream also looked at the existing method for SRL that uses a wizard type interface.

Issues the workstream are considering include: How courts implement vendors; Integration with CMS and populating data; Easy to use by SRLs; and Forms development and workflows by vendors. There are also some security issues for Judicial Council forms around the way vendors implement changes. The workstream is looking at how to e-sign and confirm the forms are the same as issued from Judicial Council by perhaps using a bar or QR code for paper docs. Form redesign will probably be tabled until next phase. They believe that there needs to be a standardized data dictionary, but this is beyond the scope of this workstream. Also, there's a need for a forms repository, but this will require a budget change proposal (BCP) and should be done in a future phase of project. The workstream expects to have a preliminary document for ITAC review at the October meeting.

Judge Lucky confirmed the scope will include Supreme, Appellate and Trial court forms. It was suggested that administrative forms be considered as well when making final recommendations and Judge Lucky noted they are looking at form portability for the branch. Judge Lucky stated this workstream is not considering content unless there's a content change that needs to be repopulated from a rule change. This project will deal with inconsistency within the forms. Mr. Brian Cotta recommended eforms.com as a viable starting point.

Item 4 10:35 a.m. – 11:50 a.m. (ITACS charge slide)

Futures Commission Directives—Workplan Review

Present for discussion and input the draft workplan for the Futures Commission directives assigned to ITAC by the Chief Justice.

Update: The ITAC chairs have selected six CIOs to assist with developing the workplans. The workplans are due to the JCTC in September. The CIOs met with Mr. Rob Oyung and Ms. Jamel Jones for a brainstorming session to identify the important steps and stakeholders for these projects. They then held two webinars with over 60 branch participants. The leads will use today's ITAC meeting to gather feedback. They will submit finalized plans to ITAC via email post the Technology Summit.

Mr. Brian Cotta and Ms. Jeannette Vannoy presented **Workplan 1: Remote Appearances for Noncriminal Proceedings**. Recommending existing remote video deployments and conduct a Proof of Concept (POC) for any additional functionality not currently included. First goal is to conduct a POC short term (3-6 months) mock remote video hearings using a web conferencing system for a specific hearing type. If a court participating in POC mock hearings wanted to expand, it would impact rules and require additional project time. The group will incorporate suggestions from the upcoming Technology Summit. Ms. Jeannette Vannoy outlined next steps for this goal, they include: identify courts interested, will be looking at Innovation Grant awardees; reach out to court peers to bring together an evaluation teams to evaluate POC results; and finally, look at available web conferencing solutions, like Skype for Business, WebEx or GoToMeeting. The evaluation team will need to identify impacts, then mock hearings will be held. Once complete, report feedback and report findings to ITAC. They will utilize learnings from past and current workstreams, active innovative court projects, and other areas for a future pilot.

Mr. Rick Walery presented **Workplan 2: Voice-to-Text Language Interpretation Services**. This project will allow a person to speak their native language which is then sent to the court audibly and translated text. Conversely, when the court speaks the user would see translated text as well in real-time. Ideally there would be a transcript at the end for court records. This workplan will follow the same template as the in remote appearances workplan; however, technology may not be as advanced. It's believed that it may be best to test real-time translation in a lab environment before doing a pilot in a court. One goal in the lab is to see how best the concept aligns with available technology,

for example, a personal device or enterprise wide translation and transcription tool. Next steps and decisions: gain exposure of available technology, continue to monitor and let mature or try pilot in a local court. They will also seek demos from vendors and look for other use cases that might be valuable to the branch.

Mr. Snorri Ogata and Mr. Paras Gupta presented **Workplan 3: Intelligent Chat/Virtual Assistant Technology for Self-Help Services**. There are currently lots of technologies being used and use cases being applied in the courts. The approach is to define POC goal, how fast can it be implemented, identify baselines on effectiveness, vendor outreach, and finding pilot courts. There are several courts interested or already moving in this direction. Will work with each pilot court individually to identify their baseline and use cases/needs. Pilot testing should take 6-8 weeks, then review each to assess which technology is best for what use case. This workplan will follow POC template as with other workplans.

REPORTS

Item 5 11:50 a.m. – 11:55 a.m.

Judicial Council Technology Committee Update

Update on activities and news coming from this internal oversight committee.

Presenter: Hon. Marsha Slough, Chair, JCTC

Update: Justice Slough provided an update on the JCTC activities. There have been two JCTC meetings June 12 and July 10. Justice Slough presented at Judicial Branch Budget Committee on July 26 on the topic of “Leveraging the Partnership between Budget and Technology to Benefit the Judicial Branch.” Ms. Jamel Jones assisted Justice Slough at this presentation. Helping the budget committee understanding how and why technology committees use BCPs, especially in the out years. In addition, Justice Slough and Mr. Rob Oyung provided a technology update to the Judicial Council at their educational session on Judicial Council Information Technology Transformation and Case Management System Replacements.

Final preparations are underway for the statewide Technology Summit held in conjunction with the statewide Trial Court Presiding Judges and Court Executives meeting in August. The previous Technology Summit was held in October 2012.

Justice Slough provided an update on the status of the technology BCPs for FY18-19. Update; with some being submitted in September and others during the Spring cycle (due to the Department of Finance in January 2018). Thank you to the teams and their efforts.

Item 6 11:55 a.m. – 12:00 p.m.

General Reports/Updates (time permitting)

Members are invited to highlight key accomplishments since the June meeting.

Updates: No additional updates provided.

A D J O U R N M E N T

There being no further business, the meeting was adjourned at 11:40 AM.

Approved by the advisory body on October 10, 2017.