



JUDICIAL COUNCIL OF CALIFORNIA

INFORMATION TECHNOLOGY
ADVISORY COMMITTEE

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INFORMATION TECHNOLOGY ADVISORY COMMITTEE

MINUTES OF OPEN MEETING

December 4, 2017

10:00 - 3:00 PM

Ronald M. George State Office Complex
William C. Vickrey Judicial Council Conference Center, 3rd Floor
Malcolm M. Lucas Board Room
455 Golden Gate Avenue San Francisco, California 94102-3688

Advisory Body Members Present: Hon. Sheila F. Hanson, Chair; Hon. Louis R. Mauro, Vice Chair; Hon. Marc Berman; Mr. Brian Cotta; Hon. Julie R. Culver; Hon. Tara Desautels; Ms. Alexandra Grimwade; Hon. Michael S. Groch; Mr. Paras Gupta; Hon. Samantha P. Jessner; Hon. Jackson Lucky; Hon. Kimberly Menninger; Hon. James Mize; Mr. Snorri Ogata; Mr. Darrel Parker; Hon. Alan G. Perkins; Ms. Heather Pettit; Hon. Peter Siggins; Hon. Bruce Smith; Ms. Jeannette Vannoy; Mr. Don Willenburg; Mr. David H. Yamasaki

Advisory Body Members Absent: Mr. Terry McNally; Hon. Daniel J. Buckley; Hon. Joseph Wiseman

Others Present: Mr. Harry Ermoian (Asm. Berman's office); Mr. Rob Oyung; Mr. Mark Dusman; Ms. Kathy Fink; Ms. Jamel Jones; Ms. Andrea Jaramillo; Ms. Fati Farmanfarmaian; Ms. Nicole Rosa; Ms. Jessica Craven; Ms. Jackie Woods; and other JCC staff present

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 October 27, 2017, Information Technology Advisory Committee meeting.

No public comments received.

DISCUSSION AND ACTION ITEMS (ITEMS 1-9)

Item 1

Opening Remarks and Chair Report

Presenter: Hon. Sheila F. Hanson, Chair

Update: Judge Hanson welcomed everyone to the meeting. She also welcomed new members: Assemblymember Marc Berman, Judge Tara M. Desautels, Mr. Paras Gupta, Ms. Heather Pettit, and Justice M. Bruce Smith to their first in-person ITAC meeting. Judge Hanson also welcomed reappointed members: Justice Peter Siggins, Judge Julie Culver, and Judge Samantha Jessner.

The Judge thanked members for their participation and response to the member survey and she shared some results. There were high remarks that ITAC's mission and direction is clear and in alignment with the branch technology strategy; appropriately serving its purpose; and the updates from the subcommittees and workstreams are timely and informative. Also received was valuable feedback about how to improve the work ITAC does, including looking at meeting enhancements such as using video, updating the presentation format, holding more in person sessions, and providing or promoting technology education.

The chairs and staff began addressing the suggestions and there will be 3 in person meetings in 2018. Staff will also help to rebrand the presentations style, and during the annual agenda discussion today, there will be additional initiatives that address the remaining comments.

There was also feedback that members are generally supportive of the written reports from subcommittees and workstreams, but are interested in hearing more of the key debates being considered and discussed within the workstream teams. As a reminder, all ITAC members are welcome to participate in any subcommittee and workstream calls. Members are also welcome to reserve time on upcoming ITAC meeting agendas to highlight substance of their deliberations.

Lastly, many compliments were received for the work of the council staff supporting each workstream and subcommittee, their commitment and involvement is essential. Judge Hanson thanked council staff for their service.

Judge Hanson announced Mr. Robert Oyung, JC IT CIO has been appointed as the new Judicial Council Chief Operating Officer (COO). Mr. Oyung will continue oversight of JC IT and involvement in IT initiatives. Judge Hanson thanked him for his consistently positive outlook and strategic leadership.

Item 2

Judicial Council Technology Committee Update (Report)

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

Presenter: Hon. Marsha Slough, Chair, JCTC

Update: Justice Slough provided ITAC with a JCTC update. Since the October ITAC meeting, a joint orientation was held for the new JCTC and ITAC members on November 6. The

JCTC held an educational session on November 16 to review the Strategic Plan for Technology. This is in preparation for the committee's kick-off of the update to the Strategic Plan. The goal will be to have the Strategic Plan for Technology updated so it may be presented to the Judicial Council at the end of next year. This will be the first update to the Strategic Plan since it was approved by the Council in 2014 - and the updated plan will be for 2019 - 2022. The Strategic Plan and Tactical Plan for Technology are complementary documents. The work to update the Tactical Plan will be led by ITAC and that work will begin in 2018. A communication was sent last month to all courts requesting volunteers to assist with these efforts.

The JCTC also sent out two other requests for participation. One regarding the Digitizing Paper Pilot Program for Fiscal Year 18/19 to the Courts of Appeal and trial courts. Judicial Council IT is preparing a Budget Change Proposal or BCP for a pilot program enabling approximately five courts to digitize their paper and filmed case files. The second communication was an invitation to participate in this fiscal year's Jury Management System Grant Program. This was distributed to the trial courts and the accompanying completed form is due by January 12, 2018.

The JCTC will continue to meet regularly and work efficiently to address the judicial branch's needs and also build relationships with other state agencies and the legislature around technology, as well as partnerships to be certain that the needs of the judicial branch are heard in terms of technology.

Finally, Justice Slough congratulated Mr. Oyung on his promotion to COO and thanked Judge Hanson and ITAC for their excellent updates on the work of the workstreams.

Item 3

Next Generation Hosting Strategy Workstream (Action Requested)

Review final deliverables and decide whether to recommend for acceptance by the Judicial Council Technology Committee. The deliverables include a next-generation hosting framework guide, recommendations, and spreadsheet tools.

Presenters: Hon. Jackson Lucky, Workstream Executive Co-Sponsor

Mr. Brian Cotta, Workstream Executive Co-Sponsor

Ms. Heather Pettit, Workstream Project Manager/Court Lead

Ms. Jamel Jones, Supervisor, Judicial Council Information Technology

Update:

Judge Lucky, Mr. Cotta and Ms. Pettit presented final deliverables for this workstream. The deliverables can be found in the meeting materials. The Next Generation Hosting Framework Guide references data center options, service-level definitions and timeframes, technology assets and service levels, recommended solutions, and branchwide recommendations. Deliverables were circulated to the branch for comment in October and November and the response was generally supportive. Non-substantive revisions for clarity were incorporated. A full comment matrix is provided in meeting materials. They asked ITAC for additional feedback and to approve and recommend

deliverables to the JCTC for adoption. Next steps include establishing master agreements for cloud service providers, identify and implement a pilot program and report findings, establish a judicial branch support model for IT services, and determine funding mechanism to transition courts to new hosting models.

Motion to Approve the final deliverables and recommendations of the Next-Generation Hosting Workstream.

Approved.

Item 4

Annual Agenda Discussion (Action Requested)

Review of proposals for the ITAC 2018 annual agenda. The committee will discuss and assess proposals in the following order:

- (1) Existing Subcommittees
- (2) Existing Workstreams
- (3) Newly Expected Workstreams (directives, phase 2, tactical plan additions)
- (4) Potential Ideas

The committee will be requested to vote to approve the contents of the final agenda.

Presenters: Mr. Robert Oyung, Chief information Officer, Judicial Council Information Technology

Ms. Jamel Jones, Supervisor, Judicial Council Information Technology

Update: Mr. Rob Oyung and Ms. Jamel Jones facilitated discussion on the current and proposed 2018 ITAC Annual Agenda projects. Handouts were provided to members for a Gartner graph exercise and informal voting determined the priority of items.

Final approved list of projects:

- Futures Commission Directive: Voice-to-Text Language Services Outside the Courtroom Phase 1 (New Project)
- Futures Commission Directive: Remote Video Appearances for Most Non-Criminal Hearings Phase 1 (New Project)
- Tactical Plan for Technology Update (New Workstream)
- Video Remote Interpreting (VRI) Pilot (Existing Workstream)
- E-Filing Strategy (Existing Workstream)
- Identity and Access Management Strategy (New Workstream)
- Self-Represented Litigants (SRL) E-Services (Existing Workstream)
- IT Community Development (New Workstream)
- Intelligent Forms Strategy: Research & Scope Phase 1 (Existing Workstream)
- Digital Evidence: Assessment Phase 1 (Existing Workstream)
- Data Analytics: Assess and Report Phase 1 (New Workstream)

- Disaster Recovery (DR) Framework Phase 1 (Existing Workstream)
- Disaster Recovery (DR) Framework Phase 2 (New Workstream)
- Next Generation Hosting Strategy Phase 1 (Existing Workstream)
- Next-Generation Hosting Strategy Phase 2 (New Workstream)
- Modernize Trial Court Rules (Ongoing Project)
- Standards for E-Signatures (One-Time Project)
- Remote Access Rules for Government Entities, Parties, Attorneys (One-Time Project)
- Standards for Electronic Court Records as Data (One-Time Project)
- Privacy Resource Guide (One-Time Project)
- Modernize Appellate Court Rules (Ongoing Project)
- Rules Regarding Certification of Electronic Records, E-Signature, and Paper Copies (One-Time Project)
- Input on Appellate Document Management System (One-Time Project)
- Liaison Collaboration (Ongoing Project)

Staff will circulate a final draft to members before it's sent to the JCTC for review and approval.

Motion to Approve the final content of the annual agenda.

Approved.

Item 5

Branch Budget Update (Report)

Update on the status of the branch budget, along with any technology-related discussions with the Department of Finance and/or with Legislators.

Presenter: Mr. Zlatko Theodorovic, Director, Judicial Council Budget Services

Update: Mr. Theodorovic provided a branch budget update to ITAC. Budget staff is in preparation of the budget process for meetings with the Legislature over the summer. They spent two days explaining trial court budgets and visited five courts. IT was a focus of the CMS BCP revenue collecting. The BCP was submitted in September to the Legislature and they seemed generally supportive. State revenues are 2% over the forecasted amount, but this is not final. The branch IMP & MOD funds are still low due to the decline of traffic revenues.

Item 6

Budget Change Proposal (BCP) Discussion

Review in progress BCPs for FY18-19. Gather committee input on BCPs for FY19-20.

Presenter: Mr. Robert Oyung, Chief Information Officer, Judicial Council Information Technology

Update: Mr. Oyung provided an update on the BCPs process and which BCPs are being submitted. Initial funding requests (IFR) are developed January – March, then approved by the appropriate committees between March – May, they are sent to the Judicial Council for approval in July. The regular cycle begins with drafting the BCP June – July, then submitting the BCP to Budget Services for review and refinement in August, finally submitting to the Department of Finance (DOF) in September. The spring cycle is to draft June – November, submit to Budget Services in December, and finally to the DOF in January-February.

BCPs in progress for FY 18-19:

Regular Cycle

- Upgrade the Phoenix System
- California Courts Protective Order Registry (CCPOR)
- Single Sign-On Solution

Spring Cycle

- CMS Replacement
- Digitizing Paper and Filmed Case Files pilot
- Self-Represented Litigants Statewide e-Services Solutions

The top FY 19/20 CITMF Priorities include disaster recover, data analytics, digital evidence, collaboration platform, next generation hosting, and case management next wave. Additional suggestions are included in the materials.

Item 7

Update on IT Security Framework (Report)

An update on the implementation of the IT security framework that was previously adopted by the Judicial Council.

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

Update: Mr. Derr updated the progress and next steps in disaster recovery. The current structure is designed to adhere to NIST standards. The Judicial Council released a generic template to be localized by individual courts. The framework will be revised so that it applies universally to the branch, which allows courts to shift focus from localizing the framework and reallocate time towards implementation tasks. There must also be additional privacy controls incorporated as outlined in NIST. ITAC endorsed the proposed revision strategy and asked Mr. Derr to bring the updated document back to ITAC.

Item 8

Judicial Council Information Technology—Statewide Initiative Update (Report)

Present update on the status of various branch/enterprise technology initiatives.

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

Mr. Mark Gelade, Supervisor, Judicial Council Information Technology

Update: Ms. Sanders-Hinds updated the case management RFP collaboration across eight courts. There will be vendor demos December 4 – 6 and they are targeting December for the intent to award. The appellate e-filing project now has all appellate courts accepting electronic filings. Next steps are application upgrades and enhancements. The document management system (DMS) contract completion is targeted for December and deployments will begin at that time. Finally, the electronic signature initiative RFP responses evaluation begins on December 4 with intent to award in January 2018.

Mr. Gelade presented on JC IT web services. Their goal is to support the branch technology goal by promoting the digital court, optimize branch resources, optimize infrastructure, and promote rule and legislative changes. The roadmap timeline: 2017 Mobile/Responsive Framework for the courts.ca.gov and JRN home page redesign; 2018-19 New Scalable Managed Web Hosing Platform and interactive Appellate Self-Help Center; 2019-21 Statewide e-Services Portal. Some additional initiatives include: online/web accessibility; socializing “service design”; trial court web template refresh; and online collaborative tools & workspaces for JRN. Near future may include cloud hosting; intelligent chat; self-help options; online collaboration; open source; and artificial intelligence.

Item 9

Liaison Reports

Reports from members appointed as liaisons to/from other advisory bodies.

Update: No liaison updates.

ADJOURNMENT

There being no further business, the meeting was adjourned at 3:00 PM.

Approved by the advisory body on February 2, 2018.