Information Technology Advisory Committee (ITAC)

Public Business Meeting
May 5, 2017 Teleconference

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

Administrative Matters

I. Open Meeting

- Call to Order, Roll Call

- Approve March 17 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.

Chair Report

- Announcing the departure of Hon. Terence Bruiniers from ITAC

- Updated ITAC liaison, subcommittee, and executive sponsors listing is provided in materials

- Accepting nominations for ITAC membership through May 12

DISCUSSION ITEMS

Item 2. Judicial Council Information Technology Update

Mr. Robert Oyung
Chief Information Officer

Advance to the next slide for this report.

Judicial Council Information Technology Business Plan

Spring 2017

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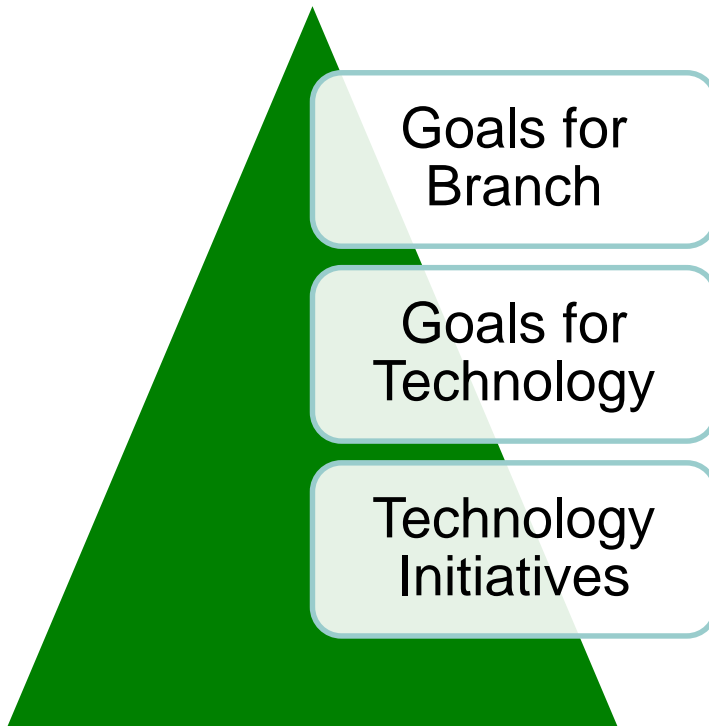"Efficiency is doing the thing right. Effectiveness is doing the right thing."

Peter F. Drucker, "The Effective Executive"

Strategic Planning

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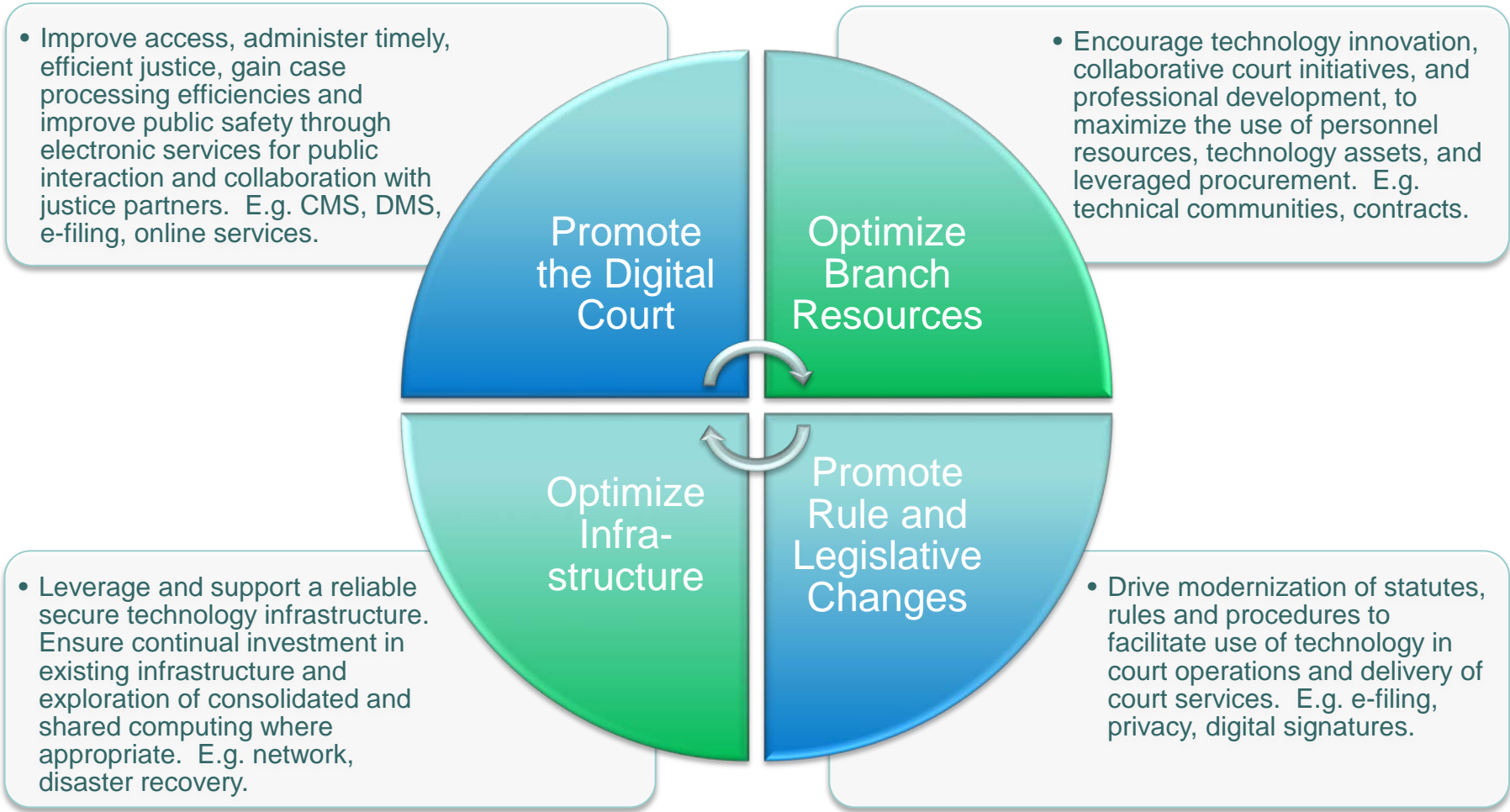
- Improve access, administer timely, efficient justice, gain case processing efficiencies and improve public safety through electronic services for public interaction and collaboration with justice partners. E.g. CMS, DMS, e-filing, online services.

- 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.

Promote the Digital Court

Optimize Branch Resources

Optimize Infra-structure

Promote Rule and Legislative Changes

- 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.

- 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.

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TECHNOLOGY COMMITTEE

Judicial Branch Strategic Plan for Technology (2014-2018)

Tactical Plan 2017-2018

Strategic Goal	Initiative
Promote the Digital Court	Case management system (CMS) assessment and prioritization
	Document management system (DMS) expansion
	Courthouse video connectivity (including video remote interpreting)
	California Courts Protective Order Registry (CCPOR)
	Implement self-represented litigants (SRL) e-services
	Statewide e-filing program development
	E-filing deployment
	Identify and encourage projects that provide innovative services
	Digital evidence: acceptance, storage, and retention

Strategic Goal	Initiative
Optimize Branch Resources	Expand the branch IT community through increased sharing of resources, training and collaboration
Optimize Infrastructure	Extend LAN/WAN initiative to remaining courts
	Transition to next-generation branchwide hosting model
	Court disaster recovery framework and pilot
Promote Rule and Legislative Changes	Identify new policy, rule, and legislative changes

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60-day Plan
Initiated November 8, 2016

- JC IT 360 degree outreach

  - Gather input from JC staff, Justices, judicial officers, Court Executive Officers, Chief Information Officers, court staff, partners, and others.

- Develop transformation plan

  - What we do and how we do it.

- Begin to align the JC IT organization with our branch plan

Goal: Better align the organization with the priorities of the branch.

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Feedback General Themes (1)

- Core JC IT services are valued and appreciated.

- JC IT staff are helpful.

- Courts want JC IT to provide more leadership for enterprise services and initiatives.

- Master services agreements and leveraged purchase agreements are valuable and more should be negotiated.

- Small courts desire more assistance and consulting from JC IT to supplement limited court IT staff and expertise.

Feedback General Themes (2)

- JC IT needs to be more transparent about processes, costs, and services.

- Not enough resources in JC IT result in slow response to requests.

- Some JC IT services are more expensive than what a court can obtain themselves.

- Sometimes JC IT is hesitant to make recommendations or explain their rationale clearly.
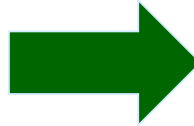
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Performance-based Management

From:

Control and Compliance

- Rules governed
- Limited flexibility
- Reactive
- Focus on consequences
- Control of individuals

To:

Performance Accountability

- Mission driven
- Customer driven
- Responsive
- Flexible
- Pro-active
- Positive team focus

Source: Howard Rohm, Co-Founder Balanced Scorecard Institute

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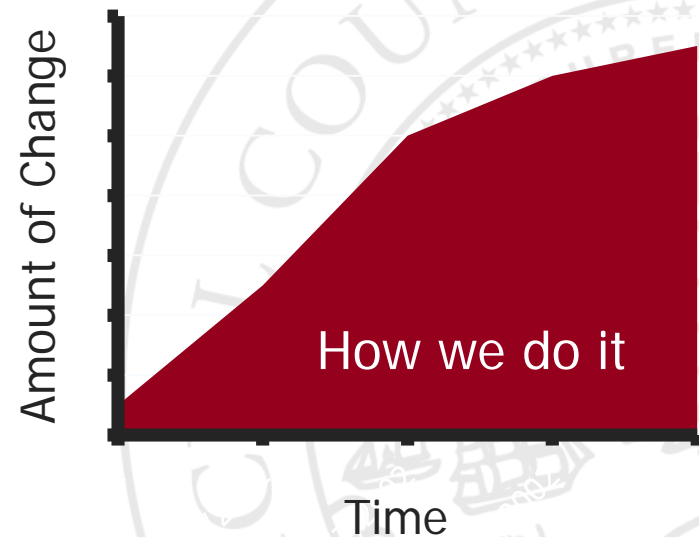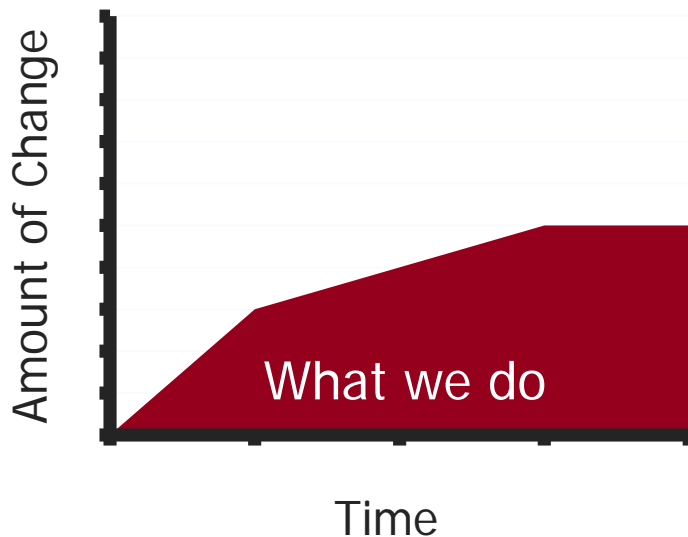# Give everyone the opportunity to do their best work.

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Transformation

Enhance what we do, transform how we do it.

Amount of Change / Time — What we do

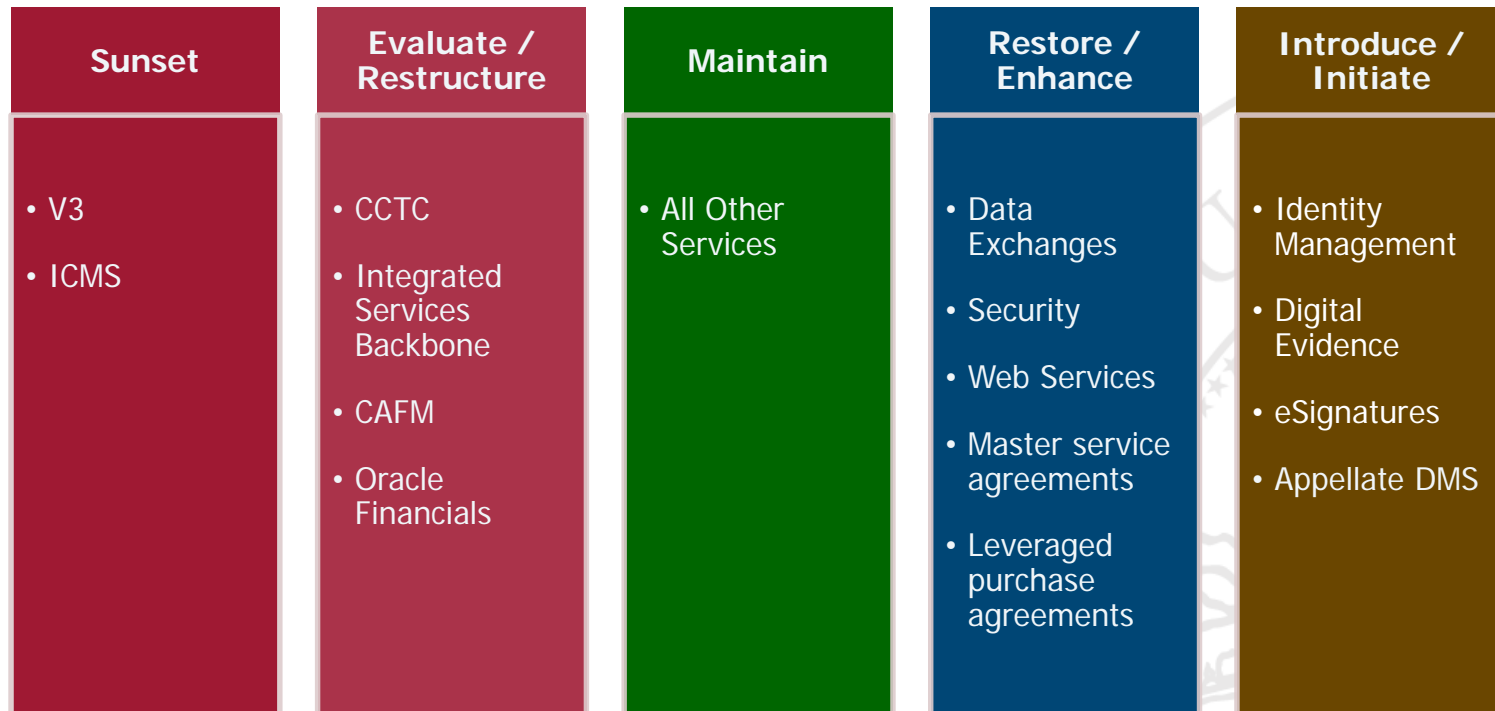

Amount of Change / Time — How we do it

Business Focus

JC IT Provides Enterprise IT Leadership

Actions
2. Resize services to meet business needs

Sunset	Evaluate / Restructure	Maintain	Restore / Enhance	Introduce / Initiate
• V3 • ICMS	• CCTC • Integrated Services Backbone • CAFM • Oracle Financials	• All Other Services	• Data Exchanges • Security • Web Services • Master service agreements • Leveraged purchase agreements	• Identity Management • Digital Evidence • eSignatures • Appellate DMS

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Expected Results

- Better business alignment with branch priorities.

- Improved partnerships.

- IT services sized and funded to match business demand.

- Improved employee engagement.

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Transformation happens one interaction at a time.

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Item 3. Branch Technology Summit Planning

Mr. Robert Oyung
Chief Information Officer

There are no slides for this report.

Item 4. Annual Agenda Amendment Consideration: Digital Evidence

Hon. Sheila F. Hanson
Chair, ITAC

Mr. Snorri Ogata
ITAC Member and CIO/Los Angeles

Advance to next slide during discussion.

Action Requested

- Decide whether to approve an amendment to the 2017 Annual Agenda that authorizes ITAC to form a Digital Evidence Workstream.

- Approve the workstream's charge as being:

  - To investigate and define the aspects of digital evidence that will be addressed by the committee (i.e., specific policies and/or rules, technology solutions, etc.).

Item 5. Innovation Grants Update

Mr. Robert Oyung
Chief Information Officer

Ms. Marcela Eggleton
Senior Analyst, Special Projects

Advance to the next slide for this report.

Technology Innovations Grants by Category (Part 1 of 2)

| #	Court	Program Name	Category	Awards[1]
49	Orange Superior Court	Improving Court Management Through the Use of Analytics	Analytics/ Dashboard	$938,851
32	Santa Barbara Superior Court	Instant Family Law Orders	Automate manual processes	$312,926
39	5th District Court of Appeal	Modernize the Transcript Assembly Program	Automate manual processes	$793,000
21	Los Angeles Superior Court	Self-help Traffic Avatar (Gina) Expansion	Avatar	$59,373
27	Riverside Superior Court	Traffic Avatar	Avatar	$67,125
38	Yolo Superior Court	Online Interactive Multilingual Tool	Avatar	$91,500
9	Sacramento Superior Court	Monitor and Measure the Achievement of Program Goals	Collaborative Courts Analytics/ Dashboard	$311,849
1	Alameda Superior Court	Collaborative Court Management Information System	Collaborative Courts CMS	$114,223
15	Sonoma Superior Court	Veterans Court Enhancements	Collaborative Courts CMS	$56,476
46	Orange Superior Court	Automating the Courtroom Check-in	CRM & Mobile App	$246,190
45	Monterey Superior Court	Cloud Based Disaster Recovery Solution	Disaster Recovery	$209,361
42	Los Angeles Superior Court	E-Filing Technical Capabilities	Identity Management/ Payment Gateway	$114,760
22	Monterey Superior Court	California Court Access App	Mobile App	$789,940
25	Riverside Superior Court	Attorney and Litigant Electronic Courtroom Self Check-In	Mobile App	$179,251
53	Santa Cruz Superior Court	SMS Notifications	Mobile App	$35,760
52	San Mateo Superior Court	Automated Line Queuing System	Queuing	$125,000
34	Sonoma Superior Court	Queuing/Appointment/Calendaring System	Queuing/Mobile App	$56,586
17	5th District Court of Appeal	Self-help and Learning Center Website	Self Help Portal	$317,916

[1] Rounded to the nearest dollar.

Technology Innovations Grants by Category (Part 2 of 2)

#	Court	Proposed Program Name	Category	Awards[1]
19	Contra Costa Superior Court	California's Virtual Self-help Site	Self Help Portal	$970,365
23	Orange Superior Court	Enhance Self-help Portal	Self Help Portal	$326,800
26	Riverside Superior Court	Intelligent Self-help Kiosk	Self Help Portal	$629,293
28	San Bernardino Superior Court	Customer Relationship Management Portal	Self Help Portal	$430,756
30	San Diego Superior Court	Access to Information Made Simple	Self Help Portal	$276,320
31	San Mateo Superior Court	Develop and Provide Expanded Online Self-help	Self Help Portal	$336,000
43	Los Angeles Superior Court	Justice System Partner and Litigant Portal	Self Help Portal	$637,500
47	Orange Superior Court	Conservatorship Accountability Portal	Self Help Portal	$212,972
48	Orange Superior Court	Court User Portal	Self Help Portal	$511,200
18	Butte Superior Court	Remote Video Conferencing Technology	Video Conferencing	$576,140
29	San Bernardino Superior Court	Video Conferencing Child Custody Recommending Counseling	Video Conferencing	$35,538
36	Ventura Superior Court	Internet Based Self-help Workshops	Video Conferencing	$932,404
8/24[2]	Placer Superior Court	Video Appearances	Video hearings	$560,000
41	Humboldt Superior Court	Interactive Video Conferencing System	Video hearings	$170,920
44	Merced Superior Court	Video Conference Hearings Project	Video hearings	$194,540
50	Sacramento Superior Court	Videoconferencing of Mental Health Hearings	Video hearings	$52,860
51	San Bernardino Superior Court	Remote Video Proceedings	Video hearings	$244,699
			Grand Total	$11,918,392

[1] Rounded to the nearest dollar.
[2] Split funding between Collaborative Courts and Self-help, Family and Juvenile Courts
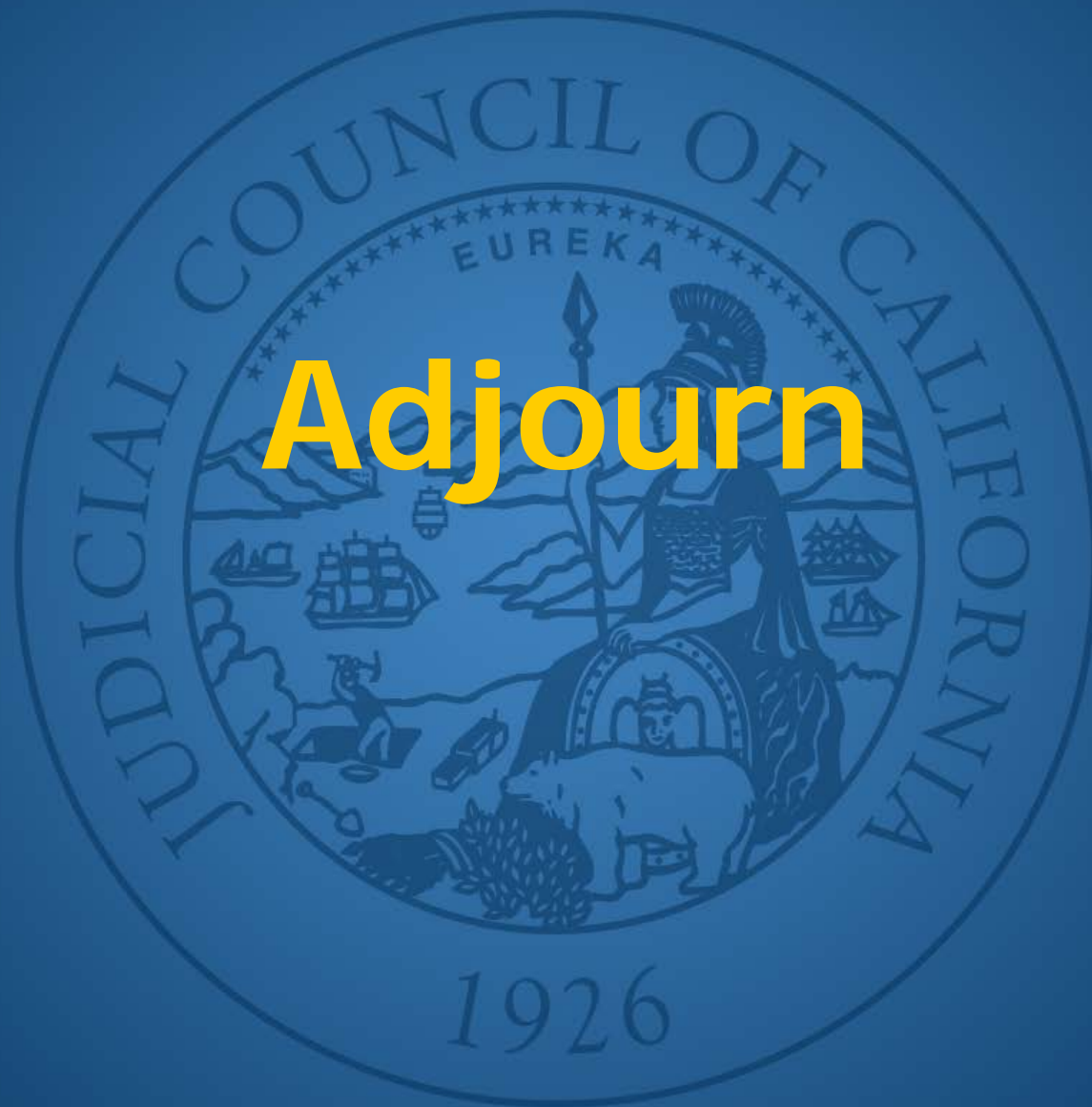
Adjourn

End of Presentation (Slides)

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