Information Technology Advisory Committee (ITAC)

Public Business Meeting
August 7, 2017 Teleconference

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

Administrative Matters

I. Open Meeting

- Call to Order, Roll Call

- Approve June 9 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.

Item 2. Self-Represented Litigants (SRL) E-Services Workstream—Review Request for Information

Hon. James M. Mize, Executive Sponsor
Mr. Brett Howard, Workstream Court Lead

Advance to the next slide for this report.

SRL E-Services Workstream
Workstream Charge

Major Tasks:

(a) Develop requirements for branch wide SRL e-Services to facilitate interactive FAQ and triage functionality, document assembly integration and interoperability with the branch wide e-filing solution. The portal will be complementary to existing local court services.

(b) Develop and issue an RFI to help determine implementation options and costs for the SRL Portal. Results will help in developing the SRL BCP.

(c) Develop and issue an RFP to select an implementation and support vendor for the e-Services platform.

(d) Coordinate and plan with JCIT regarding implementation and operational support.

Note: Implementation of the portal is out of scope for 2017.

Workstream Progress

- Workstream kickoff and membership formed March/April 2016

- 2016 meetings focused on discovery, research and education

- Held in person meeting in February 2017, during which the members determined to move forward with a Request for Information (RFI) to collect information and costing

- Between March–July the workstream met telephonically, as needed and:

  - Initiated a budget change proposal request (BCP) for FY18-19 funds. Judicial Council approved the placeholder BCP at the July 28 meeting.

  - Completed the RFI which is ready to be posted.

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RFI: Inclusions

Managed Web Content Hosting & Portal Development

- Establish a statewide Web Content Management system to support an SRL e-Services portal that offers integration with trial court websites

- JCC staff to provide management of state SRL content

- Each court on the portal can manage its own site

- Single platform that integrates with Identity Management to provide personalized e-Services

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RFI: Inclusions

Education Resources, Intelligent Triage & Integrated Online Dispute Resolution

- Develop interactive and improved educational and instructional materials, including video, quizzes, and self-assessment checklists

- Deploy intelligent 'guided interviews' to provide better 'triage' for those intending to file a case without an attorney

- Form a consortium of case law experts to guide, validate, and collaborate on delivery of enhanced educational resources

- Integrate an online dispute resolution engine to facilitate mediation

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RFI: Inclusions

Integrated Online Chat and Call Center Assistance

- Implement an online "real-time" chat platform that will assist users in completing tasks and overcoming obstacles

- Establish and staff regional "Response Centers" to respond to chat and provide escalation resolution for issues that cannot be resolved by chat engine

- Deploy a text messaging platform to send notifications and reminders

- Provide data analytics on customer data to drive customer satisfaction

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RFI: Inclusions

Systems integration with existing Document Assembly, e-Filing, and Identity Management systems

- Design and develop a 'middleware framework' to provide seamless integrations to Identity Management, Document Assembly, and e-filing platforms, where applicable

- Provide baseline personalization for users willing to establish accounts

- Knit all available system integrations into the statewide Web Content Management platform

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SRL E-Services Workstream
RFI: What are we asking for?

- Architects, integrators, and developers who can envision and offer solutions to help us launch a new 21st century self-represented litigant portal

- Interested in learning about what capabilities and approaches exist in the marketplace, and the general costs associated with those capabilities

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Timeline

August 7   - ITAC approval to publish/proceed

August 14   - Publish RFI

September 4-13   - Question & Answer Period

October 16   - Responses due

November 6   - Findings reported

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Comments and Action

- Discussion?

- Action requested:

   The workstream requests approval to move forward with the RFI solicitation (i.e., to publish/post and analyze findings).

Item 3. Intelligent Forms Workstream— Status and Discussion

Hon. Jackson Lucky, Executive Sponsor

There are no additional slides for this report.

Item 4. Futures Commission Directives—

Workplan Review

Advance to the next slide for this report.

ITAC's Charge

- Chief Justice directed ITAC to make recommendations for pilot projects on three Futures Commission Directives

  - Remote appearances for most noncriminal court proceedings

  - Voice-to-text language interpretation services at court filing, service counters, and for self-help

  - Intelligent chat technology to provide information and self-help services

Item 4. Futures Commission Directives—

Workplan 1: Remote Appearances

Mr. Brian Cotta, Workplan/CIO Co-Lead

Ms. Jeannette Vannoy, Workplan/CIO Co-Lead

Refer to the Workplan provided in the materials e-binder.

Item 4. Futures Commission Directives—

Workplan 2: Voice-to-Text Language Interpretation

Mr. Rick Walery, Workplan/CIO Co-Lead
Ms. Heather Pettit, Workplan/CIO Co-Lead

Refer to the Workplan provided in the materials e-binder.

Item 4. Futures Commission Directives—

Workplan 3: Intelligent Chat/Virtual Assistant

Mr. Snorri Ogata, Workplan/CIO Co-Lead
Mr. Paras Gupta, Workplan/CIO Co-Lead

Refer to the Workplan provided in the materials e-binder.

Item 5. Judicial Council Technology Committee Update

Hon. Marsha Slough, Chair, JCTC

There are no additional slides for this report.

Item 6. General Reports/Updates

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

There are no additional slides for this report.

Adjourn

End of Presentation (Slides)

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