

Information Technology Advisory Committee (ITAC)

Public Business Meeting
December 4, 2017 In Person

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

Administrative Matters

I. Open Meeting

- Call to Order, Roll Call
- Approve October 27 Minutes

DRAFT Minutes are in the materials e-binder.

II. Public Comment

REPORT

Item 1. Chair Report

Hon. Sheila F. Hanson

Chair, Information Technology Advisory
Committee

There are no additional slides for this report.

REPORT

Item 2. Judicial Council Technology Committee Update

Hon. Marsha Slough, Chair, JCTC

There are no additional slides for this report.

DISCUSSION ITEM

Item 3. Next-Generation Framework Workstream

Hon. Lucky Jackson, Executive Co-Sponsor

Mr. Brian Cotta, Executive Co-Sponsor

Ms. Heather Pettit, Program Manager

Advance to the next slide for this report.

Workstream Tasks

- Define industry best practices for hosting.
- Develop matrix of solutions with pros, cons, and example applications hosted and costs.
- Produce educational document with tool for use by courts in individual evaluation.
- Hold a one-day summit on hosting, if needed.
- Determine interest and support for possible solutions at branch level.
- Develop recommendation for branch-level hosting model.

Deliverables (in materials)

- Next-Generation Hosting Framework Guide
 - Data Center Options
 - Service-Level Definitions, Timeframes
 - Technology Assets and Service Levels
 - Recommended Solutions
 - Branchwide Recommendations
- Attachments
 - A. Recommended Service Levels, Inventory Assets, Solutions
 - B. Inventory Checklist Template
 - C. Technology Roadmap Template/Sample

Branch Comment

- Circulated deliverables to branch for comment October/November
- Generally supportive response
- Incorporated non-substantive revisions for clarity
- Full comment matrix provided in materials

Requested Action of ITAC

- Provide any additional feedback
- Approve and recommend deliverables to the JCTC for adoption
- Pending JCTC approval, sunset this phase of the workstream

Next Steps: Propose Ph. 2 Workstream

- Establish master agreements for cloud service providers (potential shared effort with DR Workstream initiative)
- Identify and implement a pilot program to test the branch Next-Generation Hosting Framework and report findings
- Establish the judicial branch support model for IT services
- Determine funding mechanism to transition courts to new hosting models

DISCUSSION ITEMS

Item 4. Annual Agenda Planning

Mr. Robert Oyung, CIO,
Judicial Council Information Technology

Ms. Jamel Jones, Supervisor,
Judicial Council Information Technology

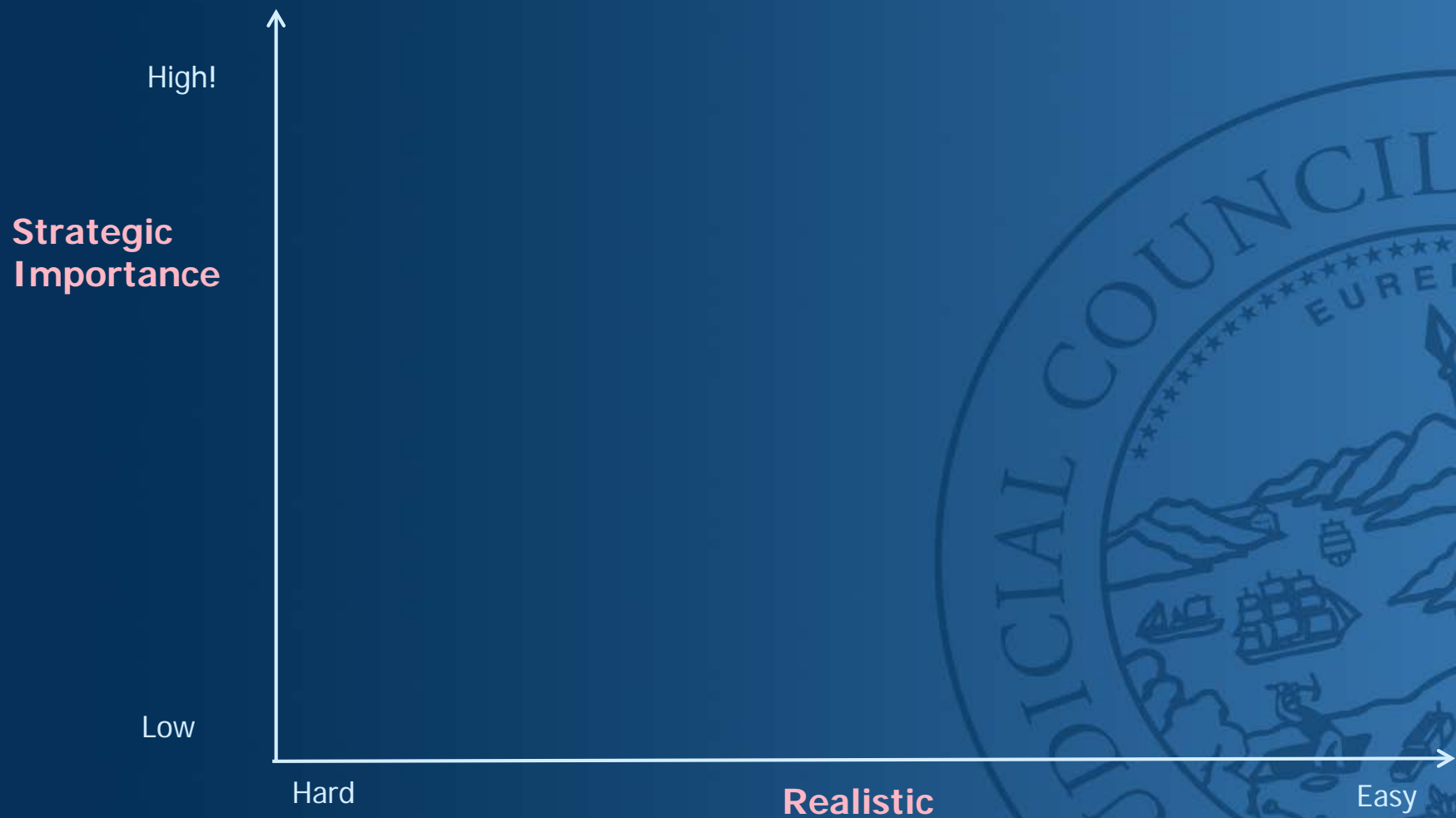
Advance to the next slide for discussion.

Process Overview

- Review and refine proposed subcommittee and workstream initiatives
- Follow order shown in Index of Topics
- Review, evaluate, discuss, and select potential initiatives for inclusion
- Approve final agenda contents

© Gartner

Evaluation Tool



REPORT

Item 5. Branch Budget Update

Mr. Zlatko Theodorovic, Director,
Judicial Council Budget Services

There are no additional slides for this report.

DISCUSSION ITEM

Item 6. Budget Change Proposal (BCP) Planning

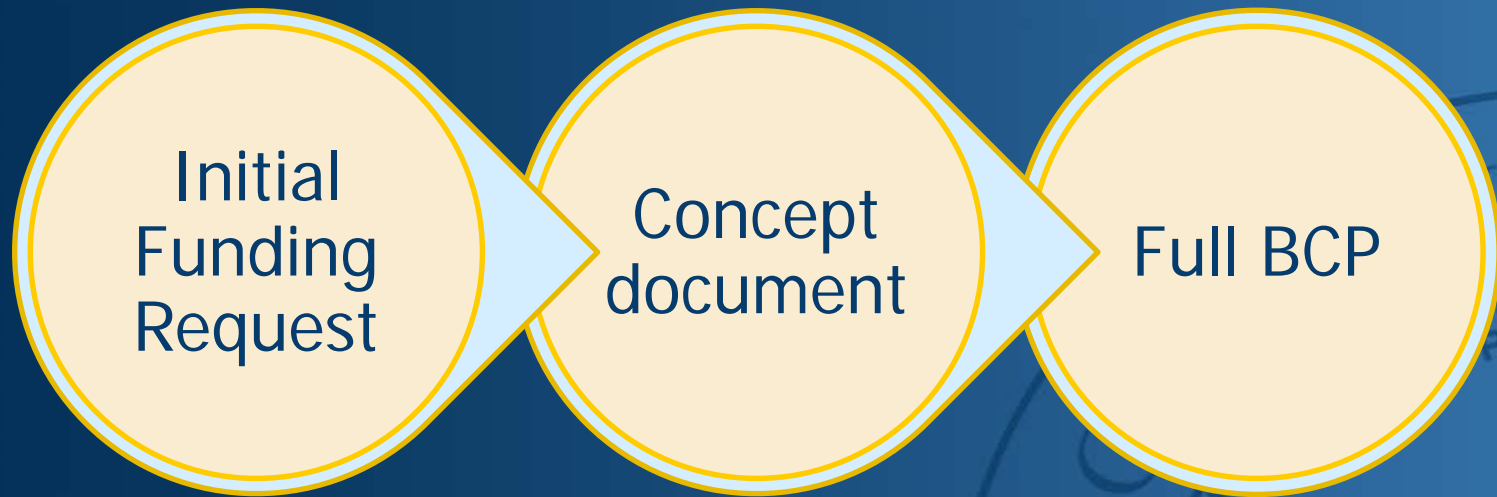
Mr. Robert Oyung, CIO,
Judicial Council Information Technology

Advance to the next slide for this report

What is a BCP?

- Budget Change Proposal
- Proposes a change to existing/
baseline budget
- Final BCP submitted to the
Department of Finance
- If approved, included in the
Governor's budget

Phases of Development



Involves:

- JC IT and Budget Services
- Court/stakeholder input and data gathering
- Appropriate committee approvals

BCP Approval Timeline

January - March	Initial Funding Requests (IFRs) developed
March/April/May	IFRs approved by appropriate committees
July	Judicial Council approves prioritized list

Regular Cycle

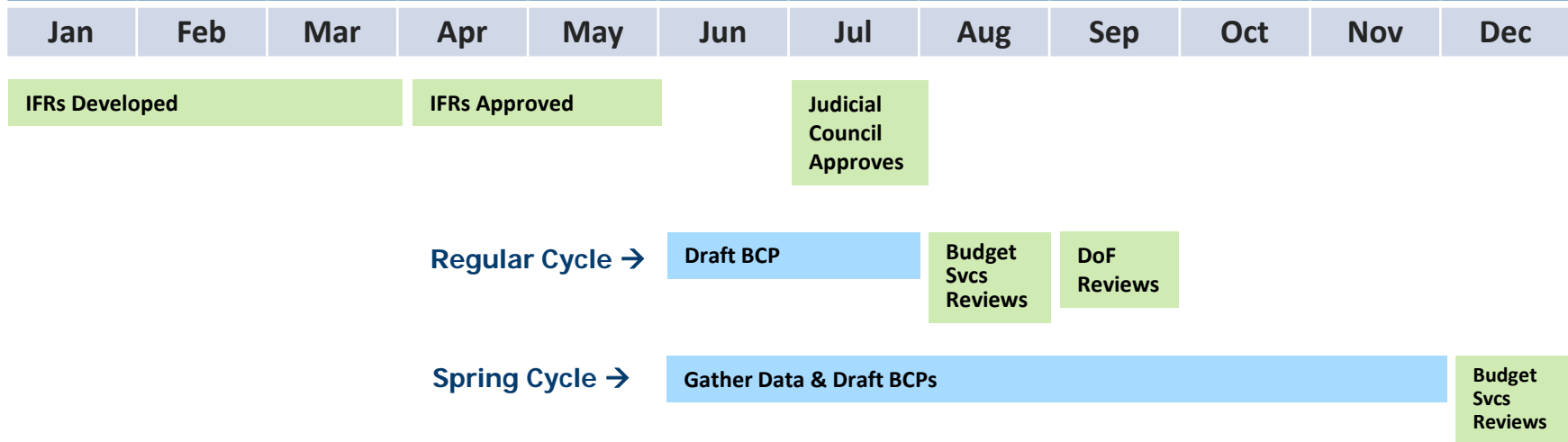
June – July	Draft full BCP
August	Submit to Budget Services for review and refinement
September	Submit to Department of Finance

Spring Cycle

June - November	Draft full BCP
December	Submit to Budget Services for review and refinement
January/February	Submit to Department of Finance

BCP Approval Timeline

2018



2019



FY18-19 BCPs

In Progress

Regular Cycle (already submitted to DoF)

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

Spring Cycle (to be submitted in January)

- Case Management System Replacement
- Digitizing Paper and Filmed Case Files
- Self-Represented Litigants Statewide e-Services Solutions

FY19-20 BCPs

CITMF Priorities

BCP Concepts		Votes
1	Court Disaster Recovery	17
2	Business Intelligence/Data Analytics	8
3	Digital Evidence; Acceptance, Storage and Retention	6
4	Establish collaboration platform	6
5	Transition to Next-Generation Hosting Model	6
6	Mobile Apps, Attorney/Litigant Check-in	6
7	Courthouse Video Connectivity and Remote Video Appearances	5
8	Annual help with the cost of O365	4
9	Efiling BCP for OneSolution CMS courts	4
10	Equipment refreshes for consortium of smaller courts	3
11	Online Dispute Resolution	3
12	Virtual Customer Assistance (i.e., Chatbot)	2
13	Appellate Court CMS replacement	2
14	Video Remote Interpreting	1
15	Digitizing Documents phase II	1
16	Real time voice to text translation	0

REPORTS

Item 7. Update on IT Security Framework

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

Advance to the next slide for this report

Overview

- The current review cycle of the Judicial Branch information technology security framework is nearing completion
- To accomplish this task, the Judicial Council has partnered with AT&T Cybersecurity Consulting Services

Current Structure

- Designed to adhere to NIST standards
- Released as a generic template to be localized by individual courts
 - Security framework implementation checklist developed to assist courts with this process

As Proposed

- Framework to be revised so that it applies universally to the branch.
 - Allows courts to shift their focus from localizing the framework and instead, reallocate this time towards framework implementation tasks
- Additional privacy controls to be incorporated as outlined in NIST

Next Steps

- ITAC endorsement of the proposed revision strategy is requested prior to finalization and submission for ratification



REPORT

Item 8. JCIT Statewide Initiative Update

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

Mr. Mark Gelade, Supervisor, Judicial Council
Information Technology

Advance to the next slide for this report

Case Management System (CMS) Request for Proposal (RFP)

- Scope and objective: Statewide Master Service Agreements (MSAs) for trial courts
- Collaboration across eight courts
- Project status: Vendor demonstrations scheduled for 12/4/17 through 12/6/17
- Targeting December for Intent to Award

Appellate Electronic Filing (e-filing)

- Scope and objective: Enable electronic filing capability in all the appellate courts.
- Project status: All courts are now accepting electronic filings.
- Next steps: Application upgrades and enhancements.

Document Management System (DMS)

- Scope and objective: Improved document storage, greater access to court information, capability for better collaboration
- Current status: Contract completion targeted for December 2017
- Next Steps – Commence deployments

Electronic Signature Initiative

- Scope and objective: Establish a service for electronic signatures for the appellate and trial courts.
- Project status: Evaluation process for Request for Proposal responses will begin on December 4th.
- Target for Intent to Award is January 2018.

JCIT Web Services

Building a Better Web

Presented by: Mark R. Gelade
December 4, 2017



Web Services: What we do...

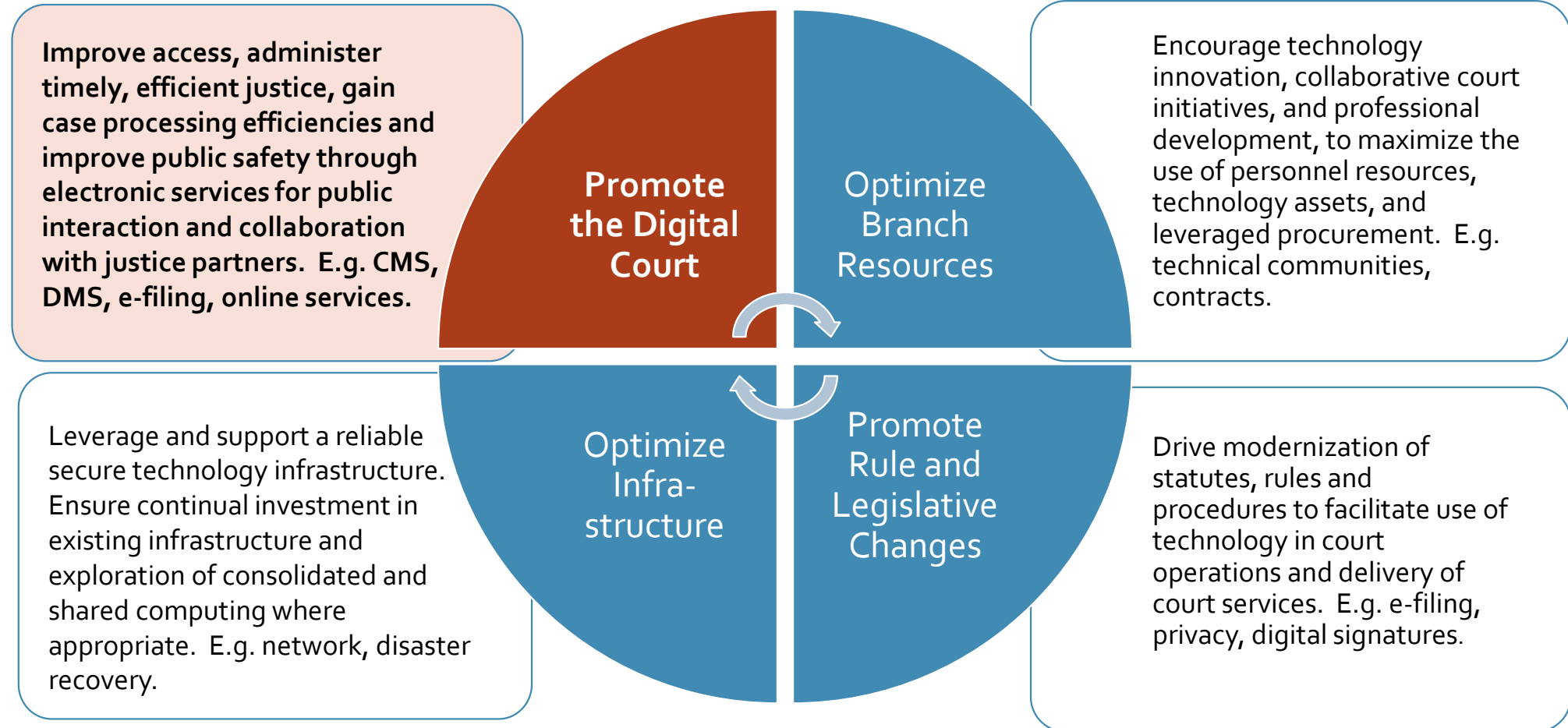


- Web design & editing
 - Graphics
 - Web analytics
 - Usability
 - Programming
- Content management systems
- coding Mobile & Responsive Design
- CSS styling Social Media mgmt
- Multimedia production consulting
- SEO Interaction design editing
- Information architecture Brand management
- Site building Content Analysis
- Web Redesigns Quality Assurance
- Content strategy Client support
- Application Development
- UX Design & User experience

Web Services: Vision & Mission



Supporting Branch **Technology** Goals



Web Services: Vision & Mission



Supporting Branch **Business** Goals

Aligning and partnering:

SRL eServices Workstream

Futures Commission

Innovation Grants/ Appellate Self-Help Learning Center

PLUS

- Supporting and socializing a “digital services” methodology
- Investing in modernization our web infrastructure for more scalability
- Modeling and supporting a cohesive User Experience throughout the branch

Web Services: User Experience (UX)



Web Services: User Experience (UX)



Welcome to the Center for Families, Children & the Courts

Mission Statement

The AOC Center for Families, Children & the Courts (CFCC) is dedicated to improving the quality of justice and services to meet the diverse needs of children, youth, families, and self-represented litigants in the California courts.

See What's New

[Check CFCC's list of training and conferences here.](#)

Materials from the Statewide Conference on Self-Represented Litigants, March 2006, are now available ONLINE!

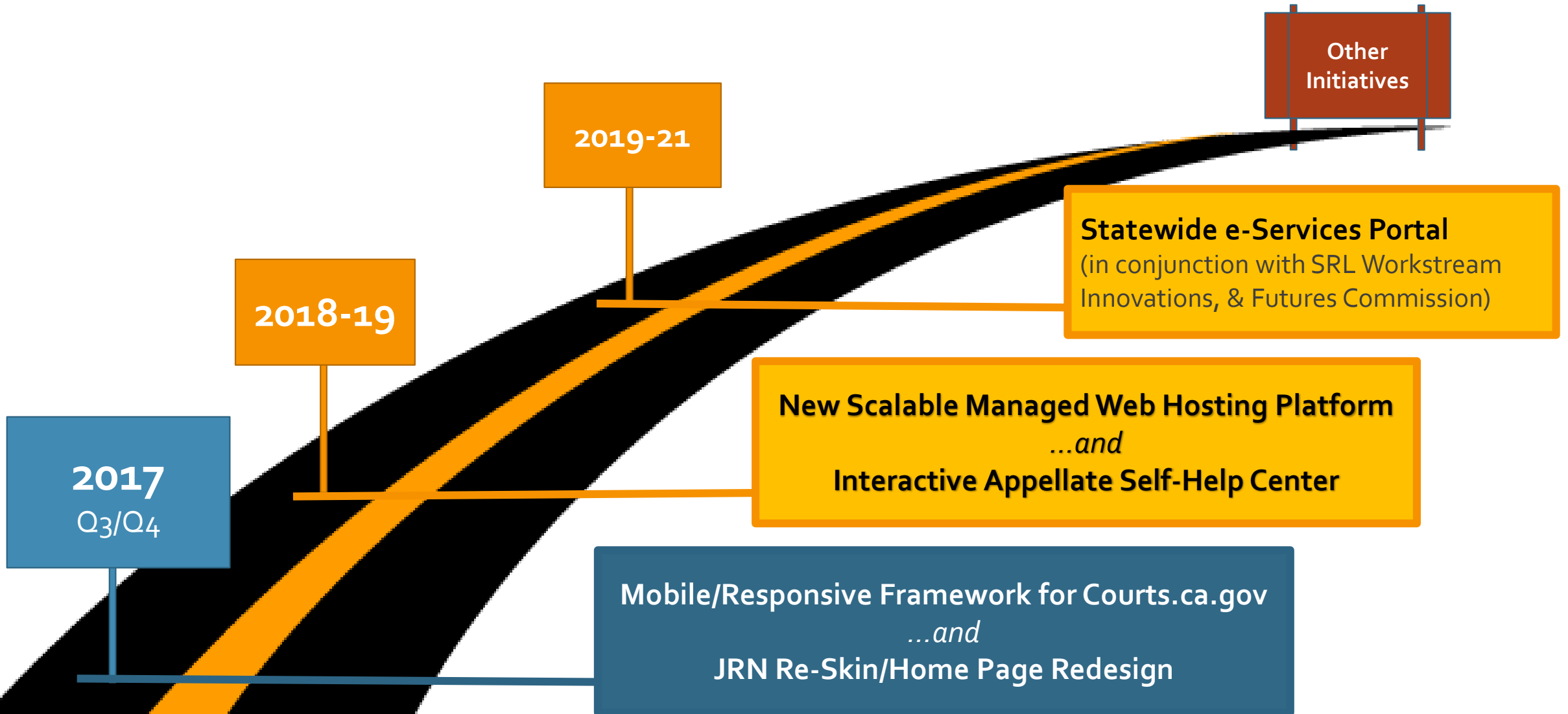
Web Services: User Experience (UX)



The image displays three overlapping screenshots of the California Courts website, illustrating different user experience elements:

- Top Screenshot (Main Site):** Shows the "CALIFORNIA COURTS THE JUDICIAL BRANCH OF CALIFORNIA" header with a search bar and navigation tabs for "Courts", "Self-Help", and "Forms & Rules". The main content area includes a "Welcome to the California Judiciary" message and a sidebar with links to "Online Self-Help Center", "Jury Service", "Judicial Council of California", and "About California Courts".
- Middle Screenshot (Serranos/CJER Home):** Shows the "Serranos Home" and "CJER Home" sections. It features a "Judicial & Leadership Education" header with sub-tabs for "Assignment Toolkits", "Publications & Resources", and "Events Calendar". The main content area is titled "Assignment & Leadership Toolkits" and lists various categories like "Access, Ethics & Fairness", "Appellate", "Civil", "Criminal", "Family", "Juvenile Delinquency", "Juvenile Dependency", "Probate & Mental Health", "Faculty", "Leadership", and "New Judicial".
- Bottom Screenshot (County of San Francisco Extranet):** Shows "THE SUPERIOR COURT OF CALIFORNIA COUNTY OF SAN FRANCISCO THE JUDICIAL BRANCH EXTRANET". It includes a search bar, a "WELCOME" message, and a navigation menu with "Home", "Online Services", "Forms & Filing", "Self-Help", "Divisions", and "General Info". The main content area is divided into sections for "Jury Service", "Traffic Tickets", "CASE INFORMATION", "COURT NEWS & NOTICES", "INFO BY DIVISION", "QUICK LINKS", "LOCATIONS & CONTACT INFORMATION", "MEDIA CENTER", and "COMMUNITY PROGRAMS".

Web Services: Roadmap



Web Services: Roadmap



Other
Initiatives

- Online/ Web Accessibility
- Socializing “Service Design”
- Trial Court Web Template Refresh
- Online Collaborative Tools & Workspaces for JRN

Web Services: In Our (near) Future



Cloud Hosting

Intelligent Chat

Self-Service Options

Online Collaboration

Open Source

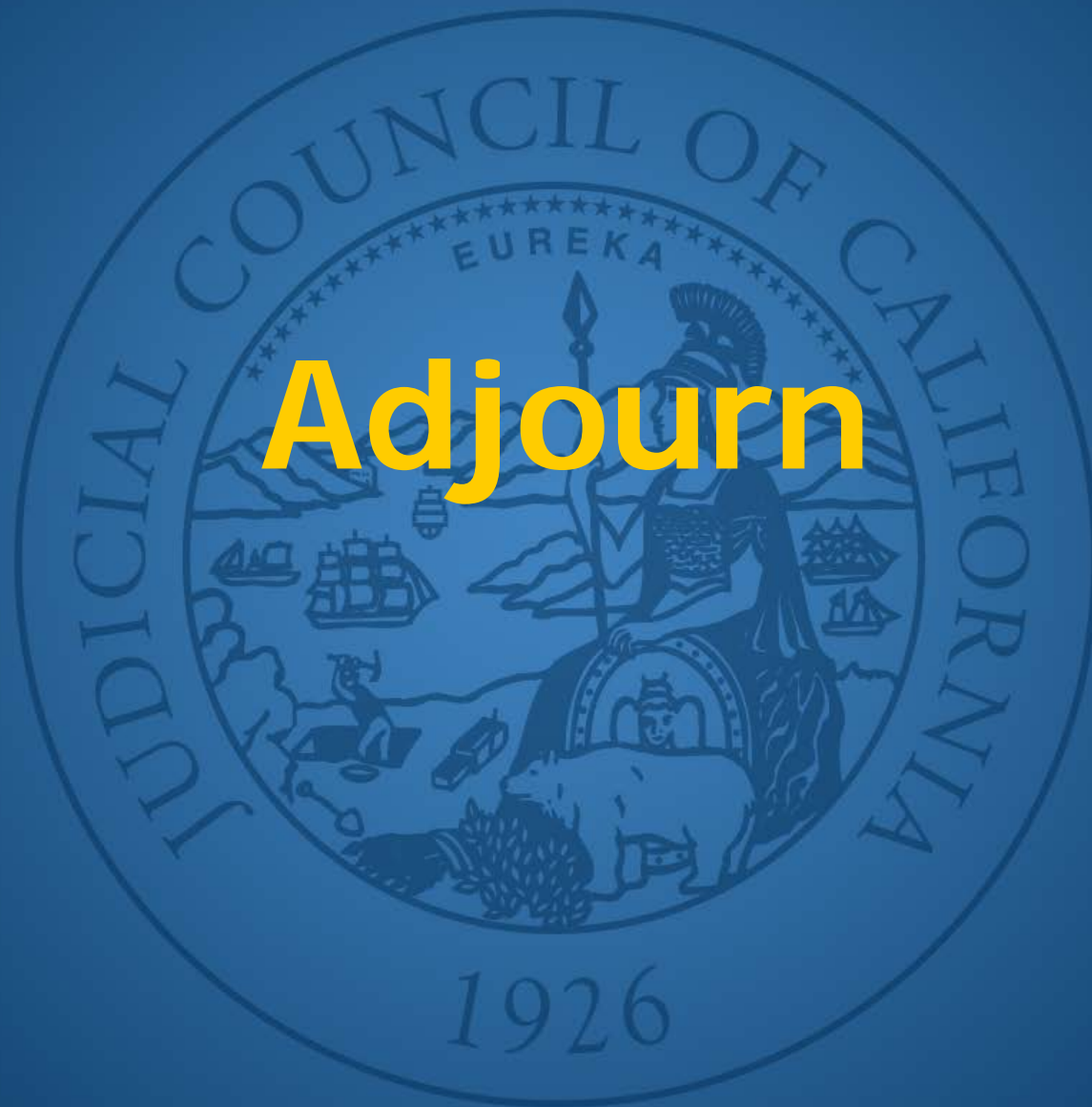
Artificial Intelligence

REPORTS

Item 9. Liaison Reports

Reports from members appointed as liaisons to/from other advisory bodies are invited to highlight key accomplishments.

There are no additional slides for this report.



Adjourn

End of Presentation (Slides)

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