Information Technology Advisory Committee (ITAC)

Public Business Meeting June 22, 2018 Teleconference

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

Administrative Matters

- Open Meeting
 - Call to Order, Roll Call
 - Approve April 30 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

Item 2. Judicial Council Technology Committee Update

Hon. Gary Nadler, Vice-Chair, JCTC

Item 3. Branch Budget Update

Mr. Zlatko Theodorovic, Director, Judicial Council Budget Services

INFORMATON ITEM

Note: The chair is hearing this topic out of order.

Item 6. Senate Bill 384 Sex Offender Registry

Ms. Kathleen Fink, Manager, Judicial Council Information Technology

Advance to the next slide for this report.

SB-384

- This bill establishes 3 tiers of registration based on specified criteria for periods of at least 10 years, at least 20 years, and life for a conviction of specified sex offenses. 5 years for tier one and 10 years for tier two for an adjudication of a ward of the juvenile court. (Effective date January 1, 2021)
- The bill also provides for a termination process via petition to the court. The petition is filed by the registrant in the court in the county in which they are registered. The registering law enforcement agency (LEA) (and the LEA of the county of conviction if different) have 60 days to report to the DA or court whether the registrant has met the requirements of termination. (DOJ estimates 37,000 petitions at the effective date of July 1, 2021)

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CA DOJ is working with Court Executive Advisory Committee (CEAC)
 on impacts and they have distributed a survey to the courts.

SB-384 Technology Impacts

- Disposition exchanges with the CA DOJ must be updated to include tier level.
- CA DOJ is planning to retire the "ATDR" Disposition reporting exchange and move partners to the NIEM-compliant CA DOJ Direct Web Service. There is not a deadline for this transition, but CA DOJ will no longer initiate an onboarding process using this method.
- New filing: Petition for termination from the sex offender registry
- On disposition of petition, provide CA DOJ with:
 - Approval/Denial
 - Repetition time frame (1 5 years, if denied)
- CA DOJ is looking for ways to improve the completeness of its disposition data and is working with CEAC to find ways to do so.

INFORMATION ITEM

Item 5. Ability-to-Pay Tool Program Overview

Ms. Shelly Curran, Director, Judicial Council Criminal Justice Services

Ms. Martha Wright, Supervising Analyst, Judicial Council Criminal Justice Services

Advance to the next slide for this report.



On-Line Traffic Infraction Adjudication & Ability to Pay Determinations

Judicial Council of California's Ability to Pay Project

- US DOJ "Price of Justice" grant award
- •October 2016 2019
- Traffic/infraction focus
- Key project goal Develop an Ability to Pay "tool"
- 5 Partner courts
- Workgroup

Context: New Rules of Court

- California Rule of Court: 4.107, 4.108 and 4.335
- Implementation May 1, 2017
- Requires reminder notices and advisal of right to request an A2P determination
- Authorizes using online interfaces to enter into installment payment plans
- Plain language Forms (TR-320/321) available for statewide use as of April 1, 2018

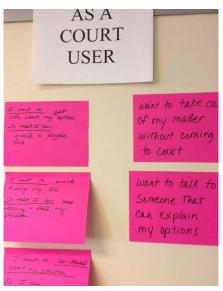
Futures Recommendations

- Civil Adjudication of Minor Traffic Infractions: Would create a civil model for adjudication that would free up court and law enforcement resources and simplify procedures for defendants, as well as create online processing for all phases of traffic infractions.
- Futures Traffic Working Group is created May 2017 to move forward.

What's Really Needed?

Key project deliverable/goal:
Develop Ability to Pay "Tool"

- User Stories
- Process Mapping
- Research
- Interfaces?









Guiding Principles

- Accessibility
- Simplicity
- Accuracy
- Verification



Identified Needs

- Expand and Improve On-Line Options
- Request (litigant) and Process (judicial officer)
 Ability to Pay Determinations
- Mobile Enabled
- Public Benefits/Income Verification

Development Strategy

- Buy off the shelf?
- Customize?
- Find developers to prototype?
- Contract for maintenance?
- Interfaces?



Development Decision

- RFP process
- Develop prototype
- Basic functionality
- User testing
- Deployment
- Turnover
- Selected a vendor, July 2017

The Modules

Project Approach (Agile Methodology)

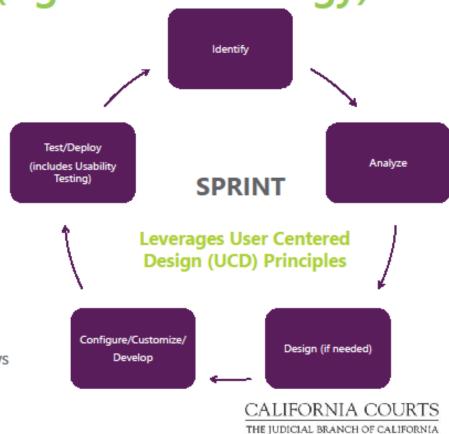
SAMPLE SPRINTS

- Defendant's Module
- Judges Module
- Payment Module
- Integration to CMS'
- Data Point Collection
- Admin Module

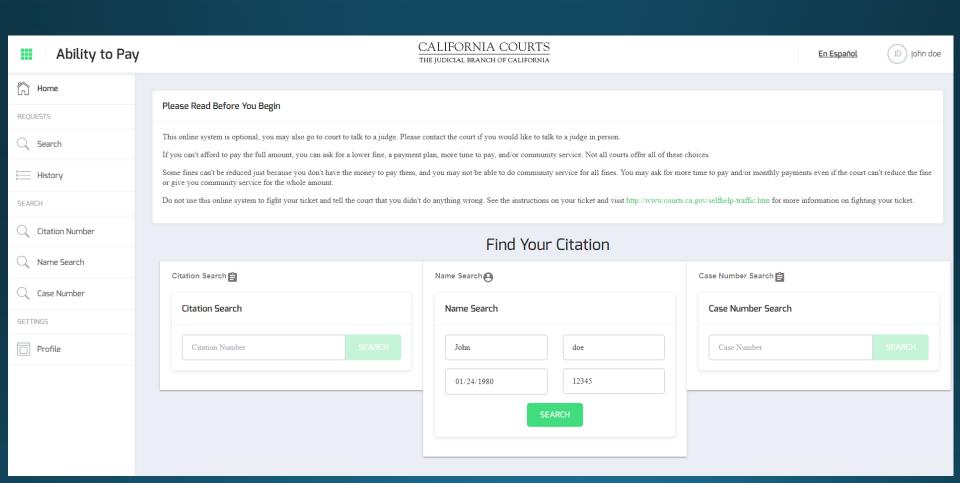
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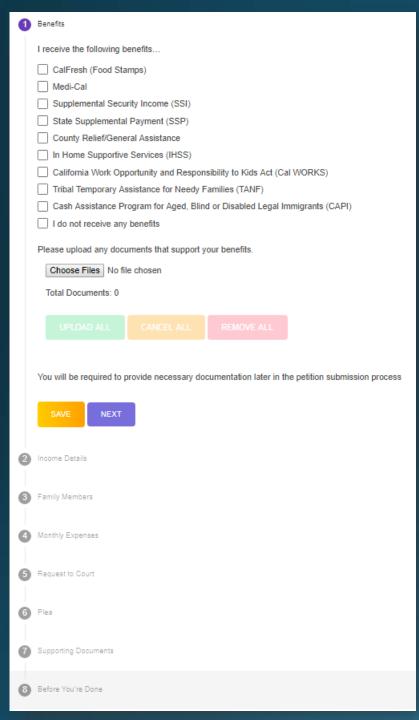
- First Click Testing
- Interviews/Surveys





Prototype to Date: Defendant Module





Prototype to Date: Defendant Module

The questionnaire walks the user through eight sections of questions:

- Benefits status
- Income details
- Household size
- Monthly expenses
- Narrative
- Request to court
- Plea
- Supporting documents
- Declaration under penalty of perjury

Prototype: Judicial Officer Module

- Submissions queue
- Review litigant provided information
- Review calculator recommendations
- Individual court "settings"
- Review order

Project Evaluation

Evaluate Ability to Pay Tool

- # of interactions; violation type; user demographics
- Initial fine/fee; tool recommendation; final order
- Payment plan compliance
- Court staffing time required (Judicial Officer log in/out time stamps; system admin time stamps)
- User survey

What's Next?

- Continue development and integration work
- Deployment late summer
- Monitor State Trailer Bill status Possible allocation to forward Futures recommendation re on-line processing
- Plan for turnover, potential enhancements and on-going maintenance

Note: The chair is hearing this topic out of order.

Item 4. Court Information Officer Member Update

Mr. Paras Gupta, Court Information Officer, Superior Court of Monterey

Mr. Brian Cotta, Assistant Court Executive Officer, Fifth District Court of Appeal

Advance to the next slide for this report.

Post-ITAC CIO Debrief

- Introduced half-day sessions with CIO members, chairs, and staff following in person meetings
- Intended to work through any needed actions or unknowns stemming from the ITAC meeting
- Experimenting with these debriefings to determine if effective for moving forward on actions
- Topics debriefed
 - Tactical next steps for moving into phase 2 for Next-Generation Hosting and Disaster Recovery
 - Need for branch education on Identity Management
 - E-filing- How we move forward with implementing the cost recovery fee model?
 - Branch IT event- needs, workshop ideas, etc.

Distinguishing next-gen hosting from disaster recovery

Next-Generation Hosting

- Where/how am I hosting my technology systems?
- **Terms-** High availability... Fault tolerance...
- Forms of hosting- On-premise or cloud or SaaS
- Models considered- locally, court hub-hosting, branch centralized, hybrid of these

Disaster Recovery

- How am I preparing to restore services after a disaster?
- Continuity for critical business functions
- **Terms-** Backup, Replication, Failover
- Forms of backup- on-premise or cloud or hybrid



Next-Generation Hosting

- Shape next phase/pilot projects to leverage what courts are doing already
 - Possible focus- cloud implementations (4-3)
 - Potential participants- Orange, Monterey, Los Angeles, Placer, 5DCA; additionally, Judicial Council IT and California Court Technology Center (CCTC)
 - Key outcomes- evaluation, design patterns, recommendations
- Host a "court showcase" to spotlight and share what is being done – at a meeting or branch IT event
- Next steps for the workstream- form membership, orient team, survey court landscape

Disaster Recovery

 Monterey progress with Innovation grant



Ideas to consider for IT event

- Workshop DR Readiness for interested courts
- Discuss gap between courts that need DR solution but not ready for the cloud—What can we do to assist?
- Showcase Monterey as a case study for Cloud Based DR

• Thoughts on workstream next steps

- RFP Progress
- Solicit for and formalize workstream membership
- Use branch IT event to workshop next steps

Vendor Presentations

San Jose, May 31, 2018







Represented Courts

In Person: 11

Amador, Napa, Santa Clara, Santa Cruz, Sam Mateo, San Francisco, JCC, Los Angeles, Yolo, San Bernardino & Monterey

Online: 21

Butte, Contra Costa, El Dorado, Humboldt, Inyo, Kern, Mendocino, Merced, Nevada, Orange, Sacramento, San Diego, Santa Barbara, Sierra, Solano, Sonoma, Tuolumne, Shasta, Ventura, Yuba & 4th District Court of Appeals ■ WebEx ■ In Person

Total Attendees: 62

DISCUSSION

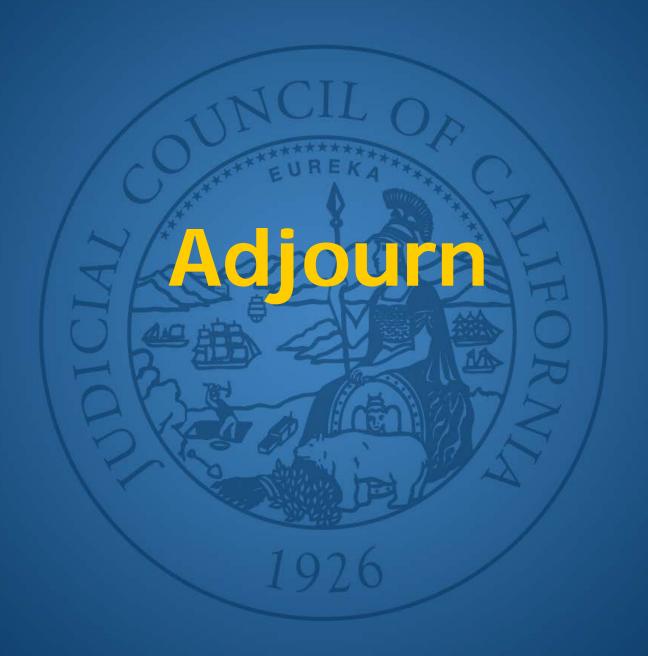
Item 7. Branch IT Technical Symposium Planning

Mr. Robert Oyung, Chief Operating Officer, Judicial Council

Item 8. General Updates/New Business

(time permitting)

Members are invited to highlight key accomplishments or new business since the last meeting.





INFORMATION TECHNOLOGY ADVISORY COMMITTEE

MINUTES OF OPEN MEETING

April 30, 2018 10:00 AM to 3:00 PM

Judicial Council Conference Center, Board Room, San Francisco

Advisory Body Members Present: Hon. Sheila F. Hanson, Chair; Hon. Louis R. Mauro, Vice Chair; Mr. Brian Cotta; Hon. Julie R. Culver; Hon. Tara Desautels; Mr. Jason Galkin; 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; Hon. Peter Siggins; Hon. Bruce Smith; Ms. Jeannette Vannoy; Mr. Don Willenburg; Hon. Daniel J.

Buckley; Mr. David H. Yamasaki

Advisory Body Members Absent: Assemblymember Marc Berman; Mr. Terry McNally; Hon. Joseph Wiseman

Others Present:

Mr. Oyung; Mr. Mark Dusman; Mr. Patrick O'Donnell; Mr. Ms. Jamel Jones: Ms.

Fati Farmanfarmaian; Ms. Nicole Rosa; 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 and Public Comment

The advisory body reviewed and approved the minutes of the February 2, 2018 and March 16, 2018, Information Technology Advisory Committee meetings. No public comment.

DISCUSSION AND ACTION ITEMS (ITEMS 1-12)

Item 1

Opening Remarks and Chair's Report

Presenter: Hon. Sheila F. Hanson, Chair

Update: Judge Hanson welcomed members to the first in person meeting of 2018. She

announced that Ms. Heather Pettit, a former ITAC member from Contra Costa Superior Court has joined the Judicial Council staff as a Principal Manager in the Information Technology office and wished her best wishes in her new role on behalf of ITAC.

ITAC received an excellent pool of candidates to fill ITAC's open positions and the chairs along with staff have reviewed nominations. They will submit ITAC's recommendations to

the Executive & Planning Committee for consideration by the Chief Justice. Final decision is due by the Chief Justice in September, and any new members will begin their terms on September 15.

Lastly, Judge Hanson called attention to the meeting agenda and that she suspected a couple of items may be fluid and that she may need to take some topics out-of- order to accommodate guest presenters.

Item 2

Judicial Council Technology Committee Update (JCTC)

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

Presenter: Hon. Marsha Slough, Chair, JCTC

Update: Justice Slough provide an update on the work of JCTC since the February ITAC meeting.

The JCTC has met 4 times since February and discussed ITAC's rule and form proposals

currently out for public comment.

They also reviewed all technology initial funding requests (IFRs) for Fiscal Year 19/20 for a total of 10 proposals, with 8 coming directly from ITAC's workstreams. The Judicial Branch Budget Committee (JBBC) then considered all IFRs and the JCTC was asked to revise the proposals to include more cost information, to redraft technical language into laymen's terms, and to shorten the list of proposals overall. It was a challenge to shorten the list and many factors were considered, such as input from previous discussions, the relative readiness of new programs, previous and existing requests for funding – including those BCPs being considered for the Governor's Budget Revision in May – and of course, the criticality and strategic importance of the programs as it relates to the branch *Strategic Plan for Technology*. Ultimately, the JCTC recommended that 6 proposals move forward; of which the JBBC approved 4, with the direction to consolidate two into a single proposal that Mr. Zlatko Theodorovic and Mr. Mark Dusman will speak more about later.

Justice Slough noted that although many of the workstream efforts may not receive direct funding in the near-term, ITAC's work continues to be important and should continue. Finding low or no cost options for pilot projects, similarly done with the video remote interpreting program or by leveraging work underway at the local court level.

Additionally, Justice Slough noted that JCTC members were extremely pleased with the work and outcomes of the Disaster Recovery and Next Generation workstreams. They both will provide a foundation, guidance, and tools the courts can use and need.

JCTC continues to receive regular reports on the case management system modernization efforts and is pleased to report that the Placer Court Hosting Consortium is live with 6 courts now and sharing a single court hosting center for their case management systems and other services. In addition, JCTC continues to monitor the progress of the Sustain Justice Edition and V3 Court projects.

Lastly, an update on the Strategic Plan was provided. The workstream launched in December 2017 have met several times and Judge Hanson is the advisory member who

will ensure linkage to the ITAC Tactical Plan workstream. Also contributing from ITAC are Mr. Brian Cotta, Ms. Jeannette Vannoy and Mr. Patrick O'Donnell. The workstream has examined and revised the 4 goal areas and will soon have a draft ready for initial comments. The goals are not changing dramatically, the focus has been to make sure the goals are worded to make them even more relevant and reflective of progress and vision. The goal is also to present to the Judicial Council by end of 2018.

Item 3

Modernize Appellate Court Rules – Sealed and Confidential Records

Discuss comments to the proposed rule amendments that would establish procedures for handling sealed and confidential materials submitted electronically in the Court of Appeal.

Presenter: Hon. Louis R. Mauro, Chair, Joint Appellate Technology Subcommittee

Ms. Ingrid Leverett, Attorney II, Legal Services

Discussion: Justice Mauro advised that efforts are underway to adopt and track what the trial courts

have already instituted regarding sealed and confidential record rules. Makes it consistent with trial courts. The Joint Appellate Technology Subcommittee (JATS) and the Appellate Advisory Committee (AAC) have already adopted and the rules are out for public comment. This is to allow ITAC to comment if there is something they would like to ask or add. Appellate courts currently use a service that allows secure portals where they receive secure documents. In the future, Transcript Assembly Program (TAP) will be in the trial courts by 4th quarter and it will allow them to submit transcripts to appellate courts

securely.

Item 4

Intelligent Forms Workstream—Status and Final Report (Action Requested)

Review and discuss final report and recommendations from the workstream's Phase 1 activities. Decide report's readiness to recommend to the Judicial Council Technology Committee for acceptance; and initiate Phase 2 tasks.

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

Ms. Camilla Kieliger, Senior Analyst, Legal Services; Workstream Project

Manager

Action: Judge Lucky and Ms. Camilla Kieliger presented the final report for this workstream before asking for a motion to accept findings and conclude. The

findings and recommendations, target solutions of 7 items:

- 1. Certified forms
- 2. Data population API for certified forms
- 3. Accessibility requirement updates for certified forms
- 4. Basic governance for form updates
- 5. Priority list of forms to be updated to new API and accessibility requirements
- 6. Evaluate the possibilities of dynamic form production

7. Evaluate the possibilities of document assembly within this context.

Next steps include closing phase 1 of project and moving to phase 2. The Judicial Council Information Technology (JCIT) office will investigate the Request for Information (RFI) and funding options before starting phase 2, or possibly aligning with another workstream to leverage funding (perhaps the Ability to Pay calculator), or bringing in other stakeholders from the branch or a vendor.

Motion to Approve acceptance of the report and formally conclude the workstream for Phase 1 and for the JCIT to continue with RFI research.

Approved.

Item 5

Project Spotlight (Report)—Video Remote Interpreting Workstream (VRI)

Featured report from the Video Remote Interpreting Workstream providing project status, discussion items, and milestones.

Presenters: Hon. Samantha Jessner, Executive Sponsor

Ms. Olivia Lawrence, Principal Manager, Court Operations Services Ms. Fati Farmanfarmaian, Senior Business Systems Analyst, Information

Technology; Workstream IT Liaison

Update:

Judge Jessner and Ms. Lawrence provided project updates and a photo demonstration of video remote interpreting. Currently in the six-month pilot assessment phase to test and evaluate each vendor in each courtroom. San Diego State University (SDSU) is overseeing the evaluation, survey-findings, and observation period. Pilot assessment: Phase 1 courts will use their own interpreters via VRI and in Phase 2 courts will share interpreters with other pilot courts via VRI. Following the conclusion of the VRI pilot, findings and recommendations will be developed for the Judicial Council in Fall 2018. This will include updates to the LAP's VRI programmatic and technical guidelines, as needed.

Item 6

Branch Budget Update and Technology Budget Change Proposals (BCP) (Report)

Overview of the BCP process and status of technology funding proposals for FY18/19 and FY19/20. Update on the budget discussions and hearings with the Department of Finance and with Legislators.

Presenter: Mr. Zlatko Theodorovic, Director, Budget Services

Mr. Mark Dusman, Principal Manager, Information Technology

Update: Mr. Dusman provided an explanation of the BCP process. It can take 18 months and

currently overlaps two fiscal years. JCTC recommends doing an IFR as step 1 in the process. Step 2 is a conceptual BCP with dollar amounts added. Finally step 3 is the delivered BCP. JCTC was given 10 IFRs and they recommended 6 to JBBC; only 4 IFRs

approved and they asked for 2 items to be combined. Currently working on digital documents, trial court case management replacement and Phoenix upgrade & deployment. JCTC will prioritize at their May 14 meeting and JBBC will review and decide final CA DOJ priority at their May 23 meeting. Requests are due to the CA DOJ in September.

Mr. Theodorovic provided an update on the current Fiscal Year 18/19. He reminded ITAC that a new governor and administration will be in place in Fiscal year 19/20, but the Department of Finance (DOF) staff remains the same. There have been budget hearings in the Senate and Assembly with some actions around California Courts Protective Order Registry (CCPOR) and Ability to Pay approach being discussed. DOF approved SRL funding and an update has been sent to the Legislature. No money in the April budget for CMS. Resubmitting BCP in FY 19/20. There are more budget hearings scheduled for May 14 and the governor's update with BCPs is also due in May. The State collected \$3.3 million more than expected in January 2018 and they believe April revenues will be higher as well. Finally, there will be another learning session with the Legislature and DOF to help learn about the judicial branch.

Item 7

Next Steps for Recently Completed Workstreams (Action Requested)

Since the deliverables of the Disaster Recovery Workstream and Next-Generation Hosting workstreams have been approved by the Judicial Council, the committee will now consider formally closing Phase 1 of the projects and discuss next steps, including communications and initiation of Phase 2 (if still applicable).

A. Disaster Recovery Workstream

Facilitators: Hon. Alan Perkins, Phase 1 Workstream Executive Co-Sponsor

Mr. Brian Cotta, Phase 1 Workstream Executive Co-Sponsor

Mr. Paras Gupta, Phase 2 Workstream Executive Sponsor

Mr. Cotta explained that Disaster Recovery Phase 1 (DR) goals were to modernize and simplify the courts approach to implementing DR; extend recovery capabilities using cloud service providers; reduce the risk of interruption to vital court services; leverage work product from ITAC workstreams for DR and Next Generation; and to leverage Monterey Innovation Grant cloud DR award as a pilot for ITAC DR workstream phase 2. Milestones include RFP for cloud DR service providers and vendor presentations and award.

Mr. Gupta advised the DR Phase 2 next steps are a formal kick-off and to select interested members from existing cloud DR RFP group. Finally, there will be a pilot in Monterey County Superior Court to design and implement recovery for selected systems and programs.

Motion to formally conclude the Disaster Recovery Phase 1 workstream. Approved.

B. Next-Generation Hosting Workstream

Facilitators: Hon. Jackson Lucky, Phase 1 Workstream Executive Co-Sponsor

Ms. Heather Pettit, Principal Manager, Information Technology;

Phase 1 Workstream Program Manager

Mr. Brian Cotta, Phase 2 Workstream Executive Sponsor

Mr. Cotta is asking for formal closure of the Next Generation Hosting Phase 1 workstream and as brainstorming has begun for phase 2.

Motion to formally conclude the Next Generation Hosting Phase 1 workstream.

Approved.

Item 8

Futures Commission Directives—Progress Reports

Updates on the progress of the Futures Commission Directives assigned to this committee by the Chief Justice.

Presenters:

Hon. Samantha Jessner, Executive Sponsor, Remote Video Appearances for Most Non-Criminal Hearings

Ms. Jamel Jones, Supervisor, Information Technology

Update:

Judge Jessner provided a progress report. Kick-off meeting of leads was held on March 22, they agreed in the first phase of project, they would leverage existing resources to develop models for pilot. Those include video hearings in San Bernardino, Placer, and Humboldt; video conferencing in Butte, San Bernardino, and Ventura; and VRI in Sacramento, Merced, and Ventura. Also, to inquire with other national state court resources. In this phase they will start to identify basic technology needed, identify business and logistical issues (case types, remote locations, and calendaring). Phase 1 is estimated to take 6 – 9 months. Phase 2 will be to get pilot up and running, evaluation of pilot, final report to Judicial Council, and training and marketing. Time estimate for Phase 2 is 6 months.

Item 9

Judicial Council Operations & Programs Division Update (Report)

Update on the activities and news coming from the Chief Operating Officer, including branch technology initiatives and collaborations.

Presenter: Mr. Robert Oyung, Chief Operating Officer, Judicial Council

Update:

Mr. Oyung announced that Center for Families, Children & the Courts (CFCC) in conjunction with Information Technology are launching a new self-represented litigants (SRL) portal and using the SRL workstream to implement some of their concepts. Also working with the Innovation Grants recipients for a branch wide product. This new SRL is a first step toward potential project funding in Fiscal Year 19/20. This is a single point that public can do go for self-help information and be redirected to local court websites to complete their transactions.

Item 10

Comments and Questions Regarding Written Workstream and Subcommittee Reports

- Tactical Plan for Technology Update Judge Hanson added that membership has been finalized and the workstream will kick-off in May or June.
- E-filing Strategy Mr. Ogata noted that the contracts have not been signed, but are close to signing.
- Identify and Access Management Strategy Mr. Ogata said Phase 1 has been completed; however, Phase 2 didn't make funding process. Will need to decide if Phase 1 should be closed out and think about next steps without funding.
- Self-Represented Litigants (SRL) E-Services Working on BCP and starting to put program together. Coordinating with other workstreams and projects.
- IT Community Development Workstream hasn't launched, but have reached out to Monterey Court and there will be a meeting with over 50 participants.
- Digital Evidence: Assessment Phase 1 Survey results are being put into a report and then work will begin.
- Data Analytics: Access and Report Phase 1 Work is starting, a meeting will take place within 2 weeks to finalize workstream participants. Meeting notices will go out once participants identified. Survey going out in May to court executives to ask what sort of information would be helpful to them to conclude a solution. There's been a big response to join this workstream and sponsors what to make sure various court sizes and locations are selected. Mr. Parker offered his recent hired from Perdue University who is skilled at presenting information to various groups. Workstream is concerned with data and how utilized.
- Modernize Trial Court Rules No updates.
- Privacy Resource Guide is underway and taking into consideration they many issues with public vs. private information.

Item 11

Liaison Reports

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

Update:

- Appellate Advisory Committee Justice Mauro announced that the Appellate and Supreme courts are starting an implementation of a new document management system (DMS) and kick-off is May 9. This will be a multiple year and phase process.
- Criminal Law Advisory Committee Judge Perkins advised there are new forms being developed and the bail issue is going to be a challenge locally for resources they may need.

Item 12

General Updates/New Business

Members are invited to highlight key accomplishments since the December meeting or other new business.

Action: No new business. The next meeting will be a teleconference on June 22.

ADJOURNMENT

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

Approved by the advisory body on enter date.