



JUDICIAL COUNCIL OF CALIFORNIA

INFORMATION TECHNOLOGY
ADVISORY COMMITTEE

www.courts.ca.gov/itac.htm
itac@jud.ca.gov

INFORMATION TECHNOLOGY ADVISORY COMMITTEE

MINUTES OF OPEN MEETING

August 27, 2018

10:00 AM - 3:00 PM

455 Golden Gate Avenue San Francisco, California 94102-3688

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; Mr. Snorri Ogata; Mr. Darrel Parker; Hon. Alan G. Perkins; Hon. Bruce Smith; Ms. Jeannette Vannoy; Mr. Don Willenburg; Mr. David H. Yamasaki

Advisory Body Members Absent: Assemblymember Marc Berman; Hon. James Mize; Hon. Peter Siggins; Hon. Joseph Wiseman

Others Present: Justice Marsha Slough; Mr. Zlatko Theodorovic; Mr. Rick Walery; Mr. John Yee; Mr. Michael Derr; Mr. Matt Nicholls; Mr. Rob Oyung; Mr. Mark Dusman; Mr. Patrick O'Donnell; Ms. Jamel Jones; Mr. Richard Blalock; Ms. Camilla Kieliger; 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 and Public Comment

The advisory body reviewed and approved the minutes of the June 22, 2018, July 2, 2018, and the July 19, 2018 Action by Email, for the Information Technology Advisory Committee meetings. There were no public comments submitted for this meeting.

DISCUSSION AND ACTION ITEMS (ITEMS 1-9)

Item 1

Chair's Report

Presenter: Hon. Sheila F. Hanson, Chair

Update: Judge Hanson welcomed and thanked everyone to the in-person ITAC meeting. She announced three new ITAC members whose terms start September 15. They are Judge

Donald Segerstrom from Tuolumne; Mr. Jake Chatters, the CEO at Placer, and Mr. Adam Creiglow, the Court Information Officer at Marin.

Judge Hanson also announced there are two ITAC departures. Judge Jackson Lucky, who concludes is service with ITAC in September after 3 years of service on ITAC and Mr. Patrick O'Donnell, who will retire from the Judicial Council next month after 20 years of service and 18 of those years with ITAC. She thanked both for their service a dedication.

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 provided an update on JCTC activities since the last ITAC meeting. Judge Gary Nadler participated in the New Judicial Council Orientation, explaining the roles, responsibilities, and relationship of the JCTC and ITAC to new members of the council. At the July 9 JCTC meeting, the committee received reports about four separate rules proposals related to technology that came from ITAC's work. All were approved either at the meeting or action by email. Finally, JCTC received updates on the Sustain Justice Edition and V3 case management system projects, the JCTC tracks these two projects funded through the Budget Change Proposals (BCPs).

Justice Slough gave a snapshot of the *Strategic Plan for Technology* that Judge Lucky will be presenting on later in ITAC's meeting. The plan has been distributed for a two-week branch comment period. After this feedback is incorporated, the plan will be out for a four-week public comment period. The goal is to present to the Judicial Council by year end.

Item 3

Branch Budget Update

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, Budget Services

Update: Mr. Theodorovic provided ITAC with a branch budget update for FY 2018/2019. He indicated this is a successful budget year for the branch overall and that it included IT projects for self-represented litigants (SRL) e-Service web portal, online adjudication pilot program for traffic, and the ability to pay tool. Finance will submit unfunded technology BCPs to the Department of Finance, due September 4, 2018. There are five IT BCPs: case management system; implementation of the Phoenix roadmap for HR and payroll; digitizing court records; business intelligence and data analytics; lastly, support for the Futures Commission technology-related Directives. Every effort is being made to work

with the Department of Technology and others to ensure they understand the IT needs of the courts and juridical branch.

Item 4

Strategic Plan Update (Discussion)

Provide progress on the Strategic Plan Workstream's update to the plan, including an overview of changes and invitation to provide input.

Presenter: Hon. Jackson Lucky, Member of the Strategic Plan Workstream

Update: Judge Lucky updated that the plan will go out for judicial branch comment for two weeks in late August and public comment will be in late September for four weeks. It will then be submitted to the JCTC for approval at their November 12, 2018 meeting and then to the Judicial Council at their late November 2018 meeting. They've refined the four plan goals: promote the digital court, innovate through IT community, advance IT security and infrastructure and promote rule and legislative changes. The workstream also aligned the plan governance with the business goals. Slides are in the meeting materials.

Item 5

Tactical Plan Update (Action Requested)

Provide progress on the Tactical Plan Workstream efforts, including a discussion of and requested action on initiatives that may be continued or removed from the existing plan.

Presenter: Hon. Sheila Hanson, ITAC Chair; and Executive Sponsor for the Tactical Plan Workstream

Action: Judge Hanson indicated there are 10 courts representing various sizes and court expertise, as well as Judicial Council staff on this workstream. In addition, they are working with workstream sponsors, project managers, and subject matter experts. The workstream has had two meetings. They are using the draft Strategic Plan as a guideline for drafting their two-year plan. The initiative scope includes making sure the plan is at the right level, has branch-wide impact, and a financial or strategic advocacy. They discussed plan size, not wanting to place a specific limit on the number of initiatives allowing for flexibility. The workstream approach will evaluate and address: the existing plan, the work currently in progress that is not in existing plan, and new ideas and priorities. All initiatives and project timelines are listed in the meeting materials. ITAC reviewed and provide their input on initiatives changes, deletions, and additions. These are captured in the below motions.

Motion to approve keeping initiative 3, Courthouse Video Connectivity in the Tactical Plan and dividing into two initiatives (a) Remote-Video and (b) Language-Access.

Motion to approve keeping and consolidating initiatives 6 and 7, Statewide E-Filing development and deployment in the upcoming Tactical Plan.

Motion to approve extending initiative 11, LAN/WAN in the next Tactical Plan.

Motion to approve keeping initiative 14, Identify New Policy, Rule changes in the next Tactical Plan.

Motion to approve removal of initiative 4, CCPOR from the Tactical Plan.

Motion to approve removal of initiative 8, identify and encourage projects that provide innovative services.

Motion to approve incorporating Futures Directive Workstream activities (Intelligent Chat, Remote Video, and Voice-to-Text; Identity Management; and Data Analytics) into the Tactical Plan.

All above motions are approved.

Item 6

Information Security Update (Action Requested)

Review and consider whether to recommend acceptance of the proposed updates to the Judicial Branch Information Security Framework; and, receive an update on the establishment of an Information Security Outreach Program.

Presenters: Mr. Michael Derr, Principal Manager, Information Technology
Mr. Matt Nicholls, Supervisor II, Information Technology

Action: Mr. Derr introduced Mr. Nicholls, formally with Yolo Superior Court. He then provided an update to ITAC on establishing an information security outreach program and updating the judicial branch information security framework. Mr. Derr is requesting ITAC approval to submit to the JCTC at their September 2018 meeting.

Motion to approve the recommendation to submit the updated information Security Framework to the Judicial Council Technology Committee.

Motion approved.

Item 7

Futures Commission Directives (Progress Reports)

Review and discuss final quarterly reports on the progress of the three directives from the Chief Justice:

(a) Intelligent Chat for Self-Help Services

Includes update to extend estimated completion date to April 2019.

Hon. Judge Groch, Executive Sponsor

Update:

Judge Groch advised there was a kickoff workstream meeting with two vendor demos on August 28, 2018. He invited the project lead, Mr. John Yee, to continue the update. Meeting topics included: the intelligent chat SharePoint site overview; discussion on goals/scope, proposed approach, and assignments; intelligent chat education; and next steps.

(b) Remote Video Appearances for Most Non-Criminal Hearings

Hon. Samantha Jessner, Executive Sponsor

Update:

Judge Jessner provided an update noting that she is working with Mr. Jake Chatters and Mr. Alan Crouse. They have assembled 8 courts of various sizes to participate in this workstream. At the kickoff meeting the split into four subcommittees each looking at one of these four topics: procedure, evidence, technical requirements and presentation. They are working to leverage existing resources, thinking about how it will work technically and procedurally. By using existing court proceedings that address the various challenges court users face in their research, they hope it will show what's most needed. Next steps include a proof of concept and then looking how this will actually work in the courts. It was suggested that this workstream reach out to the digital evidence workstream so not to duplicate efforts.

(c) Voice-to-Text Language Services Outside the Courtroom

Includes update to amend key objectives within annual agenda and to extend estimated completion date to June 2019.

Update:

Mr. Rick Walery, project manager provided an update on behalf of Judge Mize. The leadership team also includes Ms. Heather Pettit and Ms. Nicole Rosa from Judicial Council staff. Ms. Pettit is currently reaching out to courts for diverse operational and technical staff for workstream membership. Phase 1 will consist of a research and a feasibility study over the next 6-9 months as well as a technical lab either at the Judicial Council or a local court with different hardware and software options. Phase 2 will be more formalized with a standard used to measure success and definitions

will be identified. Also, they will find out how this aligns to the existing Judicial Council Language Access Taskforce and their partner the Stanford.

Item 8**Comments and Questions Regarding Written Workstream and Subcommittee Reports****Video Remote Interpreting (VRI) Workstream**

Includes update to extend estimated completion date to March 2019.

Hon. Samantha Jessner, Executive Sponsor

E-Filing Strategy Workstream

Hon. Sheila F. Hanson, Executive Sponsor

Self-Represented Litigants (SRL) E-Services Workstream

Hon. James M. Mize and Hon. Michael Groch, Executive Sponsors

IT Community Development Workstream

Includes update to extend estimated completion date to March 2019.

Hon. Alan Perkins and Ms. Jeannette Vannoy, Executive Sponsors

Intelligent Forms Strategy Workstream

Workstream concluded at April ITAC meeting; JCIT tasked with operationalizing and identifying path forward.

Hon. Jackson Lucky, Executive Sponsors

Digital Evidence Workstream

Hon. Kimberly Menninger, Executive Sponsor

Disaster Recovery (DR) – Phase 2 Workstream

Mr. Paras Gupta, Executive Sponsor

Next Generation Hosting Strategy – Phase 2 Workstream

Mr. Brian Cotta, Executive Sponsor

Rules & Policy Subcommittee

Hon. Peter Siggins, Chair

Joint Ad Hoc Subcommittee on Remote Access to Court Records

Hon. Peter Siggins, Chair

Joint Appellate Technology Subcommittee

Hon. Louis Mauro, Chair

Comments and Questions Regarding Other Written Reports due to ITAC**Data Exchange Work Group Annual Report**

Mr. David Yamasaki, Executive Sponsor

Mr. Yamasaki added that the relationships formed with the justice partners have been invaluable as well as the support of the CIOs.

Item 9**Liaison Reports**

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

Presenters:

Member:**Liaison to/from:**

Member appointed on behalf of ITAC to liaison committee:

Hon. Sheila F. Hanson	TC Presiding Judges
Mr. David Yamasaki	Court Executives
Hon. Louis R. Mauro	Appellate
Hon. James M. Mize	Access
Hon. Samantha P. Jessner	Civil & Small Claims
Hon. Alan G. Perkins	Criminal Law
Hon. Julie R. Culver	Education (CJER)
Hon. Michael S. Groch	Traffic

Liaison member appointed on behalf of partner committee:

Mr. Jason Galkin	Education (CJER)
Hon. Daniel Buckley	Presiding Judges

Update:

Judge Shelia F. Hanson attended a meeting TC Presiding Judges and Court Executives along with Mr. Robert Oyung and Mr. Jake Chatters regarding technology trends. At each of the two session, conducted and brainstorm about the upcoming IT Summit.

Justice Louis R. Mauro, have delayed working on uniform rules while the Supreme and Appellate courts went e-filing, but will add to the agenda for the next year of the Appellate Advisory Committee.

Judge Alan G. Perkins discussed the bail reform bill and if passed how it will impact the courts and various procedures, forms, etc. It may be helpful to have branch-wide methodology and procedures. Some courts have started bail reform, so it might be good to have someone collect processes from those courts to review for a branch-wide effort.

ADJOURNMENT

There being no further business, the meeting was adjourned at 12:00 PM.

Approved by the advisory body on enter date.

Technology Budget Change Proposals

On July 20, 2018, the Judicial Council approved the submission of 2019-20 budget change proposals (BCPs), in prioritized order, to the State Department of Finance. Excerpted below, is the list of technology BCPs that were approved.

1. Case Management System Replacement Replacements for Trial Courts - Phase III.

Proposed one-time General Fund augmentation of \$33.1 million over five fiscal years for the procurement and deployment of a modern case management system (CMS) for 10 trial courts in need of a replacement for their aging systems. There are a number of courts still relying on CMSs developed with older technology. These legacy systems do not have the ability to integrate with document management systems and e-filing services—foundations for a modern CMS. This proposal also includes a request for \$350,000 in annual ongoing funding for two Senior Business Systems Analysts at the Judicial Council to (1) support the administration of multiple master service agreements for four case management system vendors; and (2) assist with the distribution of BCP funding to courts, and project status reporting on CMS deployments.

2. Implementation of Phoenix System Roadmap. Proposed \$9.9 million in 2019–20 and additional ongoing costs to maintain the Phoenix enterprise resources management system, deploy the requisite upgrade of the Phoenix System’s software and infrastructure, and add critical day-to-day business functional improvements. This request also includes funding for 11.0 positions in the Phoenix Program Center of Excellence and Shared Services Center to support compulsory functional improvements to the system and to continue rollout of the statewide HR Payroll solution. The Phoenix Project was established to meet administrative infrastructure needs for trial courts separating from county administration as a result of the Lockyer-Isenberg Court Funding Act of 1997, the Court Employment Protection and Governance Act of 2000, and the Judicial Council’s subsequent directive to “develop a comprehensive administrative infrastructure for the trial courts.” The Phoenix System manages the finances of all 58 trial courts, including vital personnel and payroll services for 13 trial courts.

5. Judicial Branch Business Intelligence and Data Analytics using Identity Management for data sharing.

Proposed General Fund augmentation of \$4.4 million in 2019-20 and \$1.5 million in on-going staff costs to support phase one and on-going phases of the business intelligence and data analytics program to help improve court efficiencies and to identify opportunities to improve service to the public. The use of Identity Management (IDM) will enable the courts to control access to business intelligence and data analytics software and court data. Together, these will give the court and the judicial branch the information needed to better understand the needs of the judicial branch and the public it serves. The request includes \$4.4 million of one-time funding for consulting and software licensing fees, and \$1.5 million in ongoing funding for 6.0 full-time staff positions and for support and maintenance agreements.

8. *Digitizing Documents for the Superior and Appellate Courts–Phase I.* Proposed one-time augmentation of \$5.8 million in 2019–20 to fund the first phase of the digitization of paper and filmed court records for the superior and appellate courts. This proposal also includes a request for \$175,000 in annual ongoing funding for one Senior Business Systems Analyst at the Judicial Council to function as the project manager to oversee activities for the digitization pilot, develop and maintain the project plan, and assist subsequent courts with document digitization efforts. After the first phase, an assessment will be conducted to determine the funding requirements for subsequent phases and to submit a subsequent funding proposal as appropriate.

14. *Futures Commission Directives for the Expansion of Technology in the Courts.* Proposed General Fund augmentation of \$5.36 million to provide funding for implementing pilot programs at 3-5 courts for intelligent chat, video remote hearings, and natural language voice-to-text translation services with the goal of expanding these programs for availability to all courts. This program will directly support delivery on three of the Futures Commission recommendations, as directed by the Chief Justice; and Judicial Council Information Technology (JCIT) will be responsible for supporting these services. Funding would include \$290,000 of one-time funding for software and equipment, and \$5,070,000 in ongoing funding for 6.0 full-time staff resources (2.0 Senior Business Systems Analysts, 2.0 Application Development Analysts, and 2.0 Senior Technology Analysts) and services to enable JCIT to operationalize the solutions.

Tactical Plan Update for 2019-2020 DRAFT Summary of Initiatives

** Working Document **

Existing Initiatives proposed to move forward

These are initiatives that exist on the current Tactical Plan are being continued into the new plan.

Case Management Systems	Instrumental in obtaining funding for courts to migrate to new case management systems
Expansion of Electronic Court Record Management	Digitizing paper documents
Language Access Technology	Emphasis on technology enabling non-English speakers access to the courts
Remote Video Technology	Includes uses inside and outside the courthouse
Self Help eServices	New vision for digital services for the public
E-Filing Deployment	Deploy enterprise e-filing
Digital Evidence	Best practices, standards, guidelines, and technology services
Expand IT Community	Technology collaboration and education within the branch
LAN/WAN	Optimize court connectivity for upcoming court needs.
Next Generation Hosting	Pilot guidelines and framework delivered in phase 1
Disaster Recovery	
Rules and Legislation	Policy, rule, and legislative changes to enable appropriate use of technology

(Continued next page)

Work in progress being incorporated

These are initiatives that began following the publication of the last Tactical Plan for technology; and are proposed for incorporation into the new plan.

Branchwide Identity Management	“Single sign-on”: enable the public and justice partners to more effectively interact with the courts
Data Analytics and Business Intelligence	Need for accessible branchwide information
Futures Directives	<ul style="list-style-type: none"> • Intelligent chat incorporated into the <i>Self-Help eServices</i> initiative • Voice-to-Text Language Translation incorporated into the <i>Language Access Technology</i> initiative • Video Arraignments incorporated into the <i>Remote Video Technology</i> initiative

New Ideas being incorporated

These are new and emerging themes that are being proposed for adoption into the new plan.

Enterprise Resource Management	Phoenix, CAFM (for facilities management): upgrades and new services to enable the courts to manage their staff, financial, and facilities resources.
Online Dispute Resolution	Explore policies, techniques, and technology to enable online resolution for disputes
Security Roadmap	Advance branchwide IT security