Information Technology Advisory Committee (ITAC)

Public Business Meeting
April 15, 2019

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

Administrative Matters

I. Open Meeting

- Call to Order, Roll Call

- Approve Minutes

  - February 8, 2019

  - March 4, 2019

  - April 2, 2019

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 slides for this item.

Item 2. Judicial Council Technology Committee Update

Hon. Marsha Slough, Chair, JCTC

There are no slides for this item.

REPORT

Item 3. FY 2020/2021 Technology Initial Funding Requests

Ms. Heather Pettit, Chief Information Officer

There are no slides for this item.

Item 4. Privacy Resource Guide – Annual Agenda Amendment

Hon. Peter Siggins, Chair, Rules and Policy Subcommittee

Ms. Debora Morrison, Attorney, Legal Services

There are no slides for this item.

Item 5. Privacy Resource Guide - Publication

Hon. Julie Culver, Privacy Resource Guide Lead

Ms. Debora Morrison, Attorney, Legal Services

There are no slides for this item.

Item 6. Digital Evidence Phase 2 – Annual Agenda Amendment

Hon. Kimberly Menninger, Executive Sponsor

There are no slides for this item.

REPORT

Item 7. Spotlight: Futures Commission Directive — Intelligent Chat

Hon. Michael Groch, Executive Sponsor

Mr. John Yee, Enterprise Architect, Information Technology

Ms. Fati Farmanfarmaian, Senior Business Systems Analyst, Information Technology

Advance to the next slide for this report.

ITAC Futures Commission Directive:
Intelligent Chat
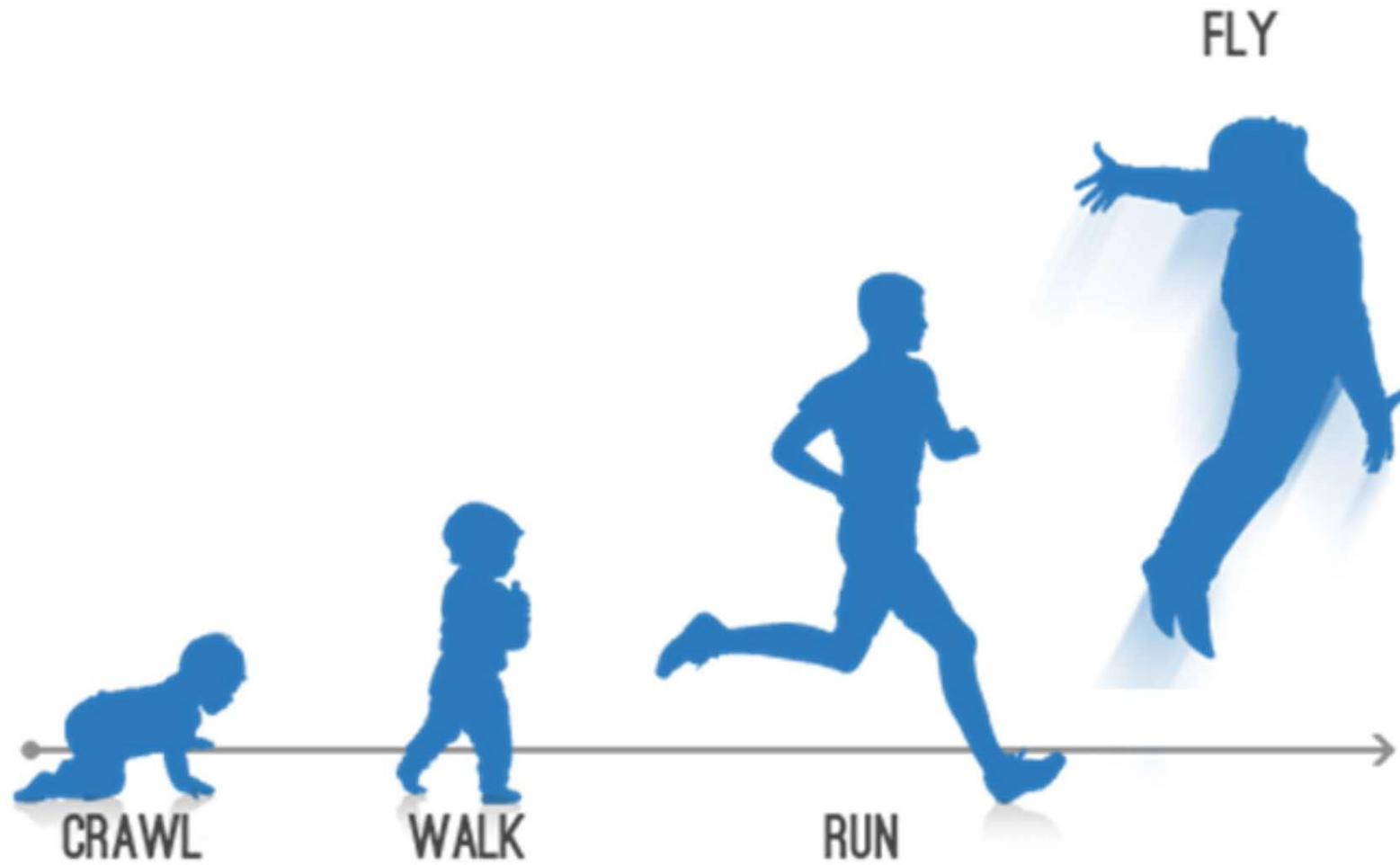
ITAC Spotlight

April 15, 2019

Spotlight Items

- How We Got Here

- Initial Findings

- Examples
  - CFCC LiveChat
  - Traffic Avatar

- Workstream Updates

How We Got Here

CRAWL   WALK   RUN   FLY

Directive from the Chief Justice*

The committee is directed to explore and make recommendations to the council on the potential

for a pilot project using **intelligent chat technology** to provide information and self-help services.

- *Refer to :*
  - The Chief's memorandum dated May 17, 2017 (Item 1 in materials), and
  - The 2017 Futures Commission Report, starting on page 211: Chapter Five: Technology Recommendations (Item 2 in materials)

Workstream Team Members

Hon. Michael Groch - Sponsor
Mr. John Yee – Workstream Lead
Ms. Fati Farmanfarmaian – Project Manager

Hon. Tara M. Desautels
(Alameda)

Ms. Andrea K. Wallin-Rohmann
(3DCA)

Ms. Natasha R. Moiseyev
(Tulare)

Mr. Paras Gupta
(Monterey)

Mr. Davis Luk
(JCC-IT)

Hon. Jason Webster
(Kern)

Mr. Brett Howard
(Orange)

Ms. Melanie Snider
(JCC-CFCC)

Mr. Steve Tamura
(Los Angeles)

Mr. Nelson Wong
(JCC-IT)

Mr. Darrell Mahood
(Los Angeles)

Ms. Hana Miller
(Santa Barbara)

Mr. Stan Tyler
(Los Angeles)

Ms. Karen Cannata
(JCC-CFCC)

Mr. Anson Jen
(JCC-IT)

Workstream Goals and Scope

- Phase 1
  - Identify and prioritize use case scenarios/user stories most critical to the branch
  - Identify legislative policies that may be an obstacle for using intelligent chatbots
  - Identify any legislative or internal policies that may be needed to enable the adoption of intelligent chatbots
  - Identify, assess and recommend technology platform(s) to explore in pilot (e.g. Google, Amazon, Microsoft, IBM, etc.)
  - Submit Findings and Recommendation Report
- Phase 2
  - Select pilot court(s)
  - Select vendor(s): draft and publish Request for Proposal (RFP)
  - Secure additional funding: draft and submit Budget Concept Proposal (BCP)

Workstream Phase 1

Planning/Prep for Workstream Phase 2

Workstream Ph 2

August 30, 2019 — January 1, 2020

Workstream Research + **Innovation Grants Research** →

Findings and Recommendations Report

Criteria for selecting Pilot Courts

Criteria for selecting Vendors

Post job reqs for 0.5 Sr BSA, 1 Sr Tech Ana., 1 Sr App Dev
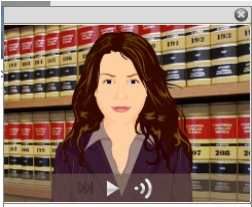
Draft and Publish RFP -> Select Vendors

Select Pilot Courts

Acquire JCIT Resources for Pilot Project

Draft and submit BCP for additional funding

July 2019 – June 2020 BCP

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Initial Findings

Chatbot Maturity Model

	Level 0	Level 1	Level 2	Level 3
General Description	**LiveChat**	**Basic Bot**	**Contextual Understanding**	**Self Learning**
Key Characteristic	• **Human operated conversation**	• **Human to Bot Structured Conversation** • Simple Q&A • Menu based • Word based • Usually One Language	• **Human to Bot Unstructured Conversation** • Natural Language Understanding • Line based intelligence • Mood detection • Multi-channel & language Support	• **Human to Bot Unstructured Adaptive Conversation** • Bot to Bot • Conversation based intelligence • Machine Learning • Artificial Intelligence

Applications at the Courts	• CFCC Self-Help LiveChat
	• San Mateo LiveChat
		• Traffic Avatar @
		  • LA (Gina)
		  • Riverside (Iris)
		  • Yolo
		• Appellate Self Help
			• ATP Chatbot*
			• LA Jury Chatbot*
			
			Planned
				NONE AT THIS TIME

Examples
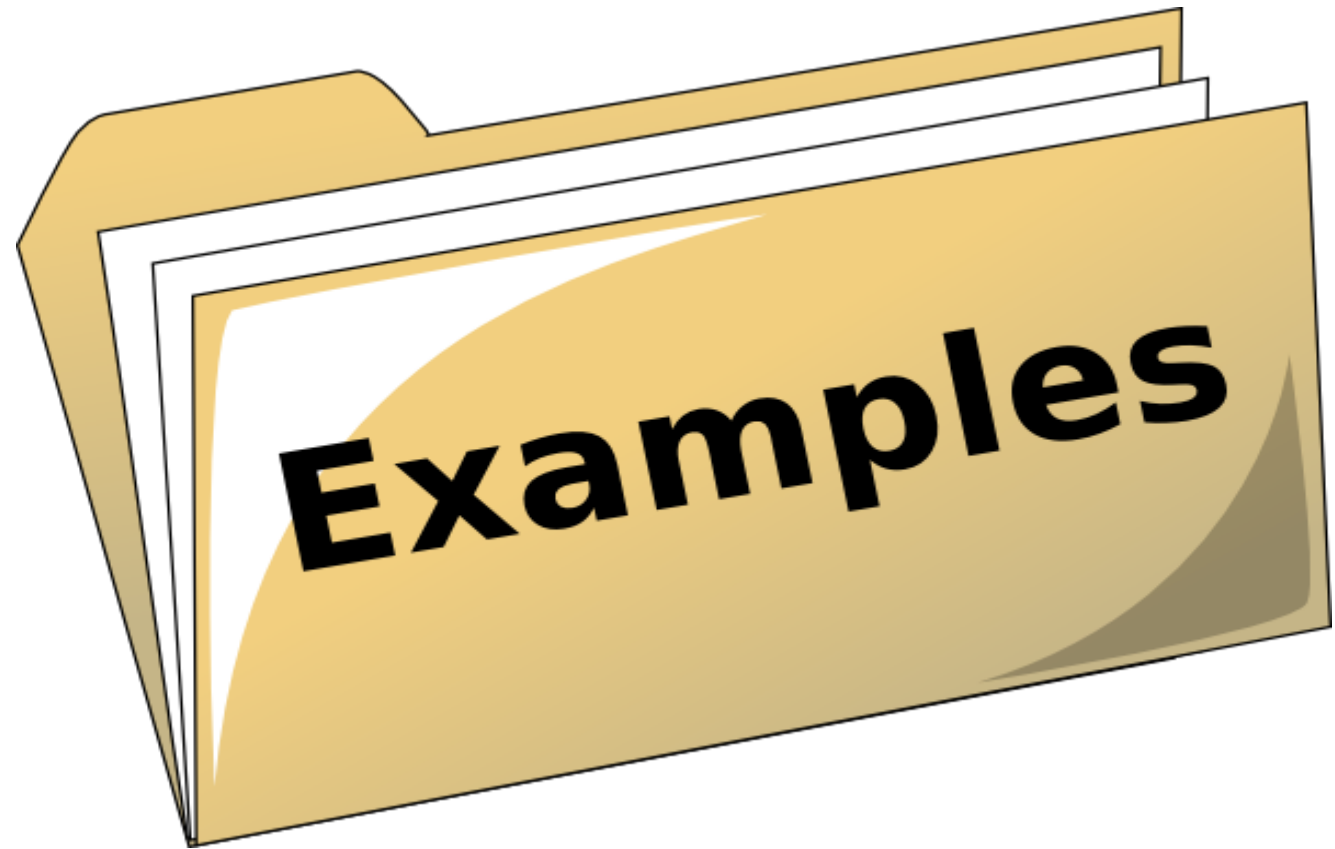
Level 0 Chatbot Example

CFCC 's LiveChat

CFCC Live Chat Pilot

💬 **Need help with name change?**

Live Chat —

This chat button will connect you with a live person from the California Courts Online Self-Help Center who can help you find forms and information about name changes.

The agent is not your attorney and cannot give you advice. Any information you share with the agent during your chat is not confidential.

If you agree to the above and want to start chatting, please enter (1) only your FIRST name, (2) email address, and (3) a short description of your issue.

Introduce yourself *

Name, Email

Message

Start chatting

zendesk

Live Chat —

🔔 **Karen**
Customer support   👍 👎

You can have a copy of this chat session emailed to you, by clicking on "Options" in the lower left corner of your chat box (desktop users) or by clicking on the Menu icon in the upper right corner of your chat box (mobile users).

Please help us to continue to provide this service by choosing a 'thumbs up' or 'thumbs down' rating or...

take our 1 minute survey:
https://cfcc.co1.qualtrics.com/jfe/form/SV_0J
ap3QXyOHKq0iF
Thank you for chatting with us today. Have we resolved your question(s)?
○ Yes
○ No

Type your message here

Options · Hi, karen   zendesk

Live Chat —

🔔 **Karen**
Customer support   👍 👎

Karen joined the chat

Karen
Thank you for chatting!

You can have a copy of this chat session emailed to you, by clicking on "Options" in the lower left corner of your chat box (desktop users) or by clicking on the Menu icon in the upper right corner of your chat box (mobile users).

Please help us to continue to provide this service by choosing a 'thumbs up' or 'thumbs down' rating or...

take our 1 minute survey:
https://cfcc.co1.qualtrics.com/jfe/form/SV_0Ja
p3QXyOHKq0iF

Type your message here

Options · Hi, Sarah   zendesk

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1st Statewide Forms Tool on JCC site

Name Change Form Builder LHI Statistics (FY 18-19 Q1)

5,029 documents assembled Q1 CY 2019

Name Change Form Builder Google Analytics January '19

- 6,621 page views

- 4,729 "clicks" on Get Started

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Search   Advanced Search

CALIFORNIA COURTS
THE JUDICIAL BRANCH OF CALIFORNIA

Judicial Branch Home

Courts   Self-Help   Forms & Rules   Opinions   Programs   Policy & Administration   News & Reference

Self-Help > Name Change

Name Change

Name Change

Change an Adult's Name

Change a Child's Name

Forms

FAQs

Live Chat

Sofia
Customer support

Chat started

Sofia joined the chat

Sofia
Good morning! Let me see if I can help to answer your question. Before I do, I need to tell you about how I can and cannot help. I am not your attorney and cannot give you legal advice or tell you what you should do about your legal problem. The court cannot provide you with an attorney, and nothing you tell me is confidential. To protect your information, please do not share any personal or case specific information, like names, phone numbers, or case numbers. Is all of that okay with you?

○ Yes
○ No

Type your message here

Options ▾ Hi, Diana   zendesk

New!

The California Courts
Name Change at the

Monday, Wedne
9:00 a.m. to 12:0

Look for a green tab
pages. If you don't se
above.

Live chat assistance
November 15, 2018.

This section gives you
name by getting a cour
on government-issued identification documents such as your driver's license, passport, and social security card. You will generally need a certified copy of the decree changing your name.

If you want to change your name or that of a minor, click on the relevant section below to get the steps you must follow.

🖨 Print   📧 Español

Search Self Help...

CENTRO DE AYUDA
INFORMACIÓN EN ESPAÑOL

QUICK LINKS
› Lawyers and Legal Help
› Find Court Resources
› Self Help A-Z Index

ASK A LAW LIBRARIAN
LIVE ONLINE REFERENCE

CALIFORNIA SELF-HELP AND FAMILY LAW FACILITATOR LOCATIONS

Results After 21 Week Pilot

Who we have served	Feedback	Zendesk Analytics

✓ Online 9 hours/week for 3 hour shifts.
✓ **1,352 customers served**
✓ **80% from 10 Southern California and Bay Area courts.**
✓ Most common need: understanding the entire process and local court procedures.
	✓ **99% positive rating on ZenDesk rating system (28% response rate)**
	✓ Approaching 100% satisfaction on customer satisfaction survey (22% response rate)
	✓ Comments:
	  • "I learned a lot and had all my questions about the name change process answered."
	  • "This live chat is a very helpful site. I love it."
	  • "The agent was very helpful and I think I can finish the forms and get it right."
	  • "You've been a tremendous help. I hope they continue to fund this program."
	  • "Very helpful service, professional and kind assistance received."
		• **Av. # of users per week -64**
		• **Av. # of users per hour – 7**
		• **Av. # of messages/user – 16**
		• **Av. Time per user – 16 min**

Level 1 Chatbot Examples

LA's Traffic Avatar - Gina

Search

Traffic

Traffic Court handles cases that usually begin when a citation or ticket is written by a law enforcement officer. Tickets can be issued for violations of traffic laws and other non-traffic offenses.

May I Help You?
¿En qué puedo ayudarle?

ONLINE SERVICES

Please select a language for online transactions

Seleccione su idioma para las transacciones en línea.

[Select Language] ▼

Traffic Online Services provides the following options depending on the status of your ticket.

- Pay and Close Your Ticket
- Request a Payment Plan
- Request an Extension
- Request Traffic School
- Reserve a Court Date
- Check Ticket Status

TO START:

Enter your ticket number

If you do not have your ticket number

Enter your driver's license number

See My Court Services

Interpreter Request

Schedule Traffic Clerk Appointment

REQUEST AN INTERPRETER FOR YOUR TRAFFIC CASE

도로교통법 위반 소송에 대한 통역사 신청

- English
- Հայերեն
- 中文
- 한국어
- español
- Tiếng Việt

SCHEDULE TRAFFIC CLERK APPOINTMENT

For faster service regarding your traffic matter, schedule an appointment before visiting the court.

Click here to enter

COURT RESOURCES

Traffic Forms

Traffic Fees

Traffic Courthouses

Traffic Glossary

NOTICE

Many court forms contain important information. Please click here to read important forms for Civil, Family Law, Juvenile and Traffic in (Español, Հայերեն, 中文, Tiếng Việt, and 한국어).

Official documents and forms must be submitted to the court in English.

NEWS & NOTICES

NEWS RELEASES

No current news releases at this time.
View all News Releases.

NOTICES TO ATTORNEYS

No current notices at this time.
View all Notices To Attorneys.

NOTICE RE: FINANCIAL HARDSHIP

Defendants may petition the court to reduce or vacate their civil assessment or request an ability to pay determination for traffic/infraction matters. Please click here for more

Riverside Traffic Avatar - IRIS

Appellate Self Help Chatbot

Potential Application Areas

- Divorce and Separation
- Families and Children
- Getting Started
- Traffic
- Name Change
- Eviction and Housing
- Wills, Estates and Probates
- Abuse and Harassment
- Small Claims

- Fee Waivers
- Civil Appeals
- Gender Change
- Criminal Law (Expungement)
- Seniors and Conservatories
- Problems with Money
- Guardianship
- Juror Services

Key Initial Findings

- Majority of effort is in developing and creating the knowledge bases

- SMEs are crucial to help developing appropriate chatbot interactions

- LiveChat Transcripts are excellent sources for

  - building content and

  - training chatbots

- Adding Machine Learning (ML) and Artificial Intelligence (AI) needs more time to research and develop best practices

Challenges

- Availability of Subject Matter Experts (SMEs)
  - Provide LiveChat services throughout the day
  - Ensure appropriate Content and Responses
- Using Knowledge Bases
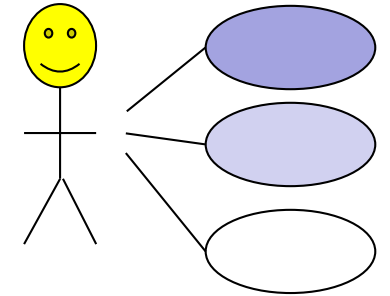 - Enabling chatbots to access statewide and local courts' knowledge bases

Workstream Updates
Major Tasks and Deliverables

Business/Court Operations Track

✓ Collect and assess current chat/Chatbot projects

    ✓ Identify and monitor a series of court proof of concepts (POCs) to assess technology readiness for various use cases (e.g., Court of Appeal, E-Filing, Self-Help).

✓ Define and prioritized use cases and scenarios

    ✓ Leverage technology summit use cases to define/refine user stories

    ✓ Define priorities of use stories to be addressed by intelligent Chatbot technology

✓ Develop list of business requirements

• Identify key performance indicators and benchmark before/after success

Technology Track

✓Assess available technology

  ✓ Perform investigation and research on needed and desired capabilities

  ⧗ Develop evaluation and assessment

Legislative, Rules & Policies Track

✓ Identify the need for new rules, legislation or policies to authorize the use of intelligent chat services

Workstream Deliverables

⧖ Prepare Findings and Recommendation Report

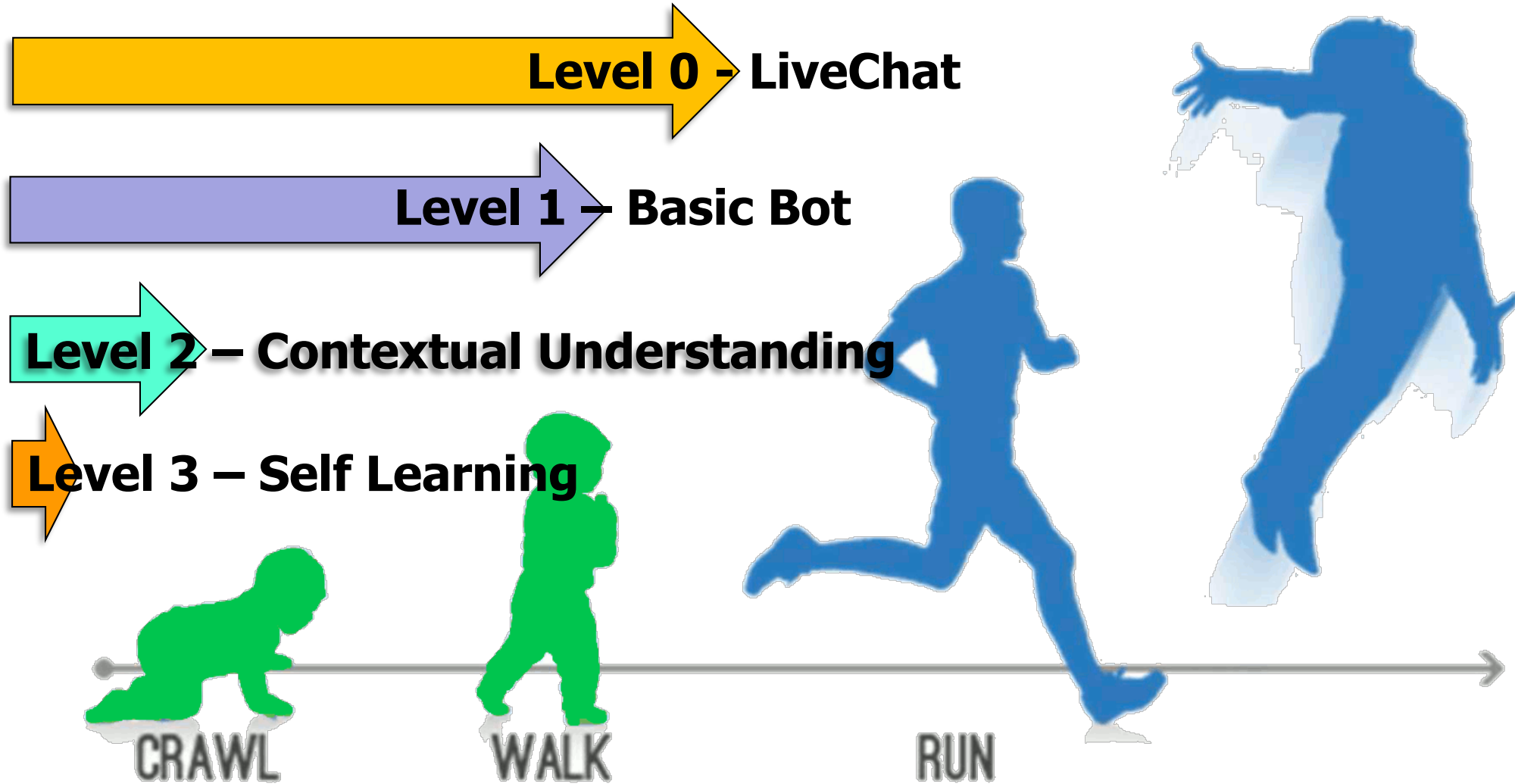 ⧖ Capture learnings and research

  ⧖ Make recommendations

- Update Phase 2 of work plan based on results

- Seek approval from ITAC and the JCTC to conclude Phase 1 and initiate Phase 2; amend the annual agenda accordingly

Closing Remarks

- Chatbots are part of current norms

- More Content, More Information = More Access

- Technology is still improving and evolving

Where We Are Today

Level 0 - LiveChat

Level 1 – Basic Bot

Level 2 – Contextual Understanding

Level 3 – Self Learning

CRAWL   WALK   RUN   FLY

Item 8. Spotlight: Futures Commission Directive — Remote Video Appearances for Most Non-Criminal Hearings

Hon. Samantha Jessner, Executive Sponsor

Mr. Jake Chatters, Workstream Business Lead

Mr. Alan Crouse, Workstream Project Manager

Advance to the next slide for this report.

INFORMATION TECHNOLOGY ADVISORY COMMITTEE: REMOTE VIDEO APPEARANCES WORKING GROUP

DRAFT RECOMMENDATIONS – PRESENTED APRIL 15, 2019

PRESENTERS

- Judge Samantha Jessner, Work Group Chair and Judge, Los Angeles Superior Court

- Mr. Alan Crouse, Work Group Project Manager and Deputy Executive Officer, San Bernardino Superior Court

- Mr. Jake Chatters, Work Group Business Lead and Court Executive Officer, Placer Superior Court

WORK GROUP CHARGE

- Consider feasibility of, and resource requirements, for developing and implementing a pilot project to allow remote appearances by parties, counsel, and witnesses for most noncriminal court proceedings.

WORK GROUP KEY OBJECTIVES

Phase 1:

- (a) Identify and conduct a mock remote video hearing using a web conferencing system for a specific hearing type (e.g., Civil - Small Claims) as a Proof of Concept (POC) in a court.

- (b) Capture learnings and report findings.

- (c) Update Phase 2 workplan based on results.

- (d) Seek approval from ITAC and the JCTC to conclude Phase 1 and initiate Phase 2; amend the annual agenda accordingly.

WORK GROUP – GUIDING CONCEPTS

- The work group approached its work with the following key concepts in mind:

    - Access to Justice – Remote video appearance is an additional, optional mechanism.

    - Preserve Litigant Rights – The use, or non-use, of Remote Video Appearance can neither benefit nor disadvantage one party over another.

    - Ensure Dignity and Integrity of Process – Remote appearances must retain a dignified and stable backdrop for the resolution of disputes.

    - Don't Over Complicate – Develop a relatively simple set of guidelines which would place a minimal burden on both the litigants and the court.

WORK GROUP ACTIVITIES

- Literature Review

- Issue Brainstorming, Identification, Debate, and Resolution

WORK GROUP ACTIVITIES
LITERATURE REVIEW

- Report to the Administrative Conference of the United States, Best Practices for Using Video Teleconferencing for Hearings and Related Proceedings; Center for Legal and Court Technologies, 2014.

- Video Remote Technology in California Courts, Survey and Findings; Judicial Council of California, Court Technology Advisory Committee, December, 2014.

- Study of State Trial Courts Use of Remote Technology; National Association for Presiding Judges and Court Executive Officers, April 2016.

- Use of Telephonic and Video Conferencing Technology in Remote Court Appearances, A Supplemental Report to a State Justice Institute (SJI) Funded Project; State Justice Institute, June 2016.

- Remote Appearances of Parties, Attorneys and Witnesses, A Review of Current Court Rules and Practices; Self-Represented Litigation Network, March 2017.

WORK GROUP ACTIVITIES
ISSUE BRAINSTORMING, IDENTIFICATION, DEBATE, AND RESOLUTION

- Detailed list of topics and questions developed.

- Divided into four groups
    - Procedure
    - Evidence
    - Rules
    - Technology.

WORK GROUP ACTIVITIES
ISSUE BRAINSTORMING, IDENTIFICATION, DEBATE, AND RESOLUTION

- Procedure topics included:
  - Participant Scheduling
  - Process for Documenting Agreements
  - Video Display During Hearing
  - Facilitating Private Discussions
  - Calendar Management
- Evidence considerations:
  - Evidence Exchange and Presentation
  - Court Role in Facilitating Evidence Exchange

WORK GROUP ACTIVITIES
ISSUE BRAINSTORMING, IDENTIFICATION, DEBATE, AND RESOLUTION

- Rules and Legislation were considered in the following areas:
  - Participant Environment at Remote Site
  - Hearings Allowed
  - Participants Allowed
  - Interpreter Participation Guidelines
  - Training Program
  - Quality Control
  - Record Capture
  - Cost for Remote Appearance

WORK GROUP ACTIVITIES
ISSUE BRAINSTORMING, IDENTIFICATION, DEBATE, AND RESOLUTION

- Technology readiness and requirements were discussed for:
  - Participant Technical Requirements at Remote Site
  - Evidence Display During Video Appearance
  - Interpreter Technical Requirements
  - Signature Capture Technology
  - Video Displays in the Courtroom
 - Technical Guidelines for Video Connections

MOCK HEARING(S)

- Held on February 15, 2019

- Physical site – San Bernardino Superior Court

- Remote sites
  - Los Angeles Superior Court
  - Placer Superior Court
  - Humboldt Superior Court
  - Sacramento Superior Court
  - Judicial Council Offices – San Francisco.

MOCK HEARING(S)

- Civil Harassment and Small Claims Hearing.

- Scripts based on actual hearings.

- Included evidence sharing via SharePoint.

- Positive response from participants:

  - 76.93% Very Satisfied justice would have been served

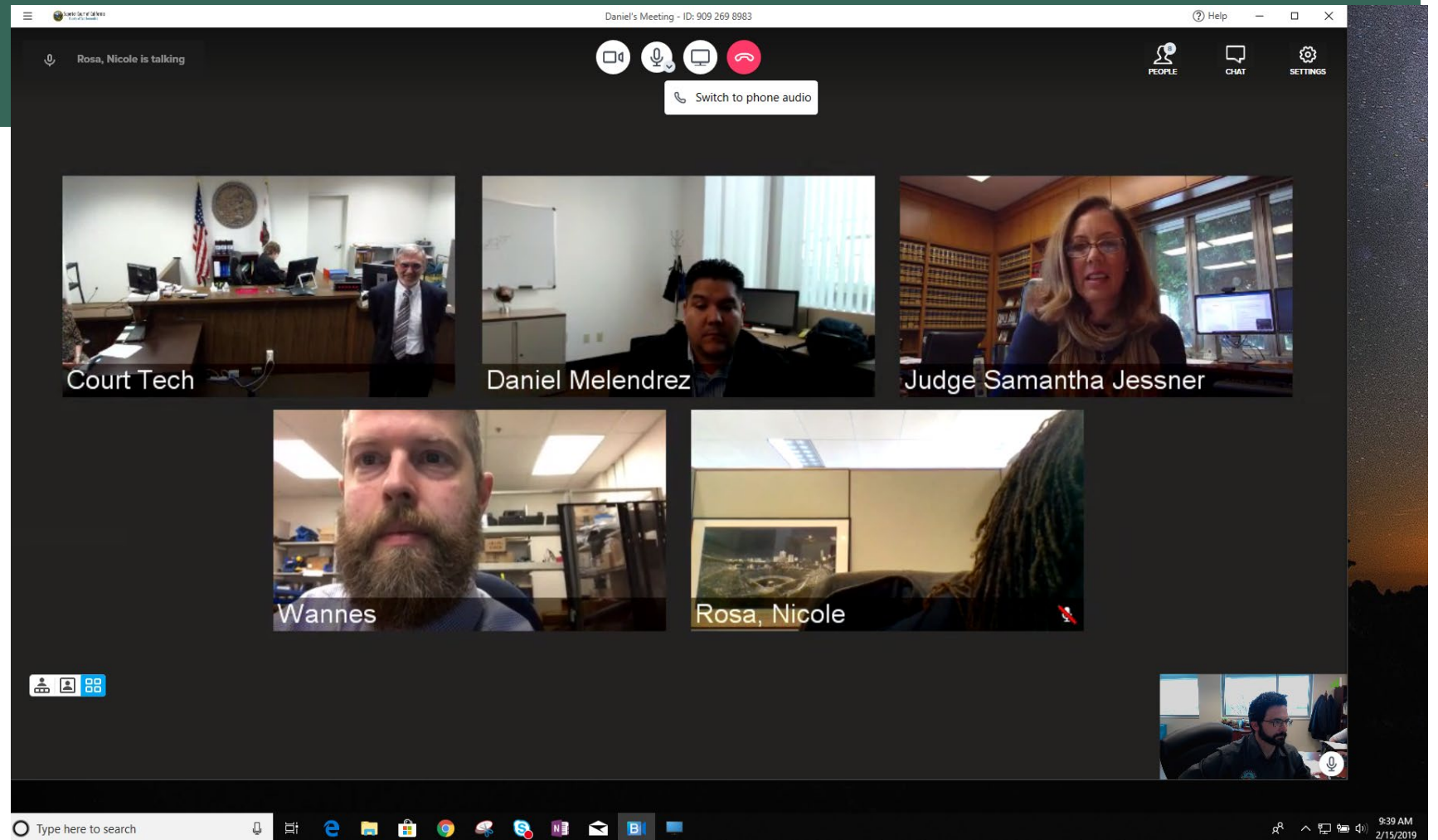 - 23.08% Somewhat satisfied justice would have been served.

MOCK HEARINGS
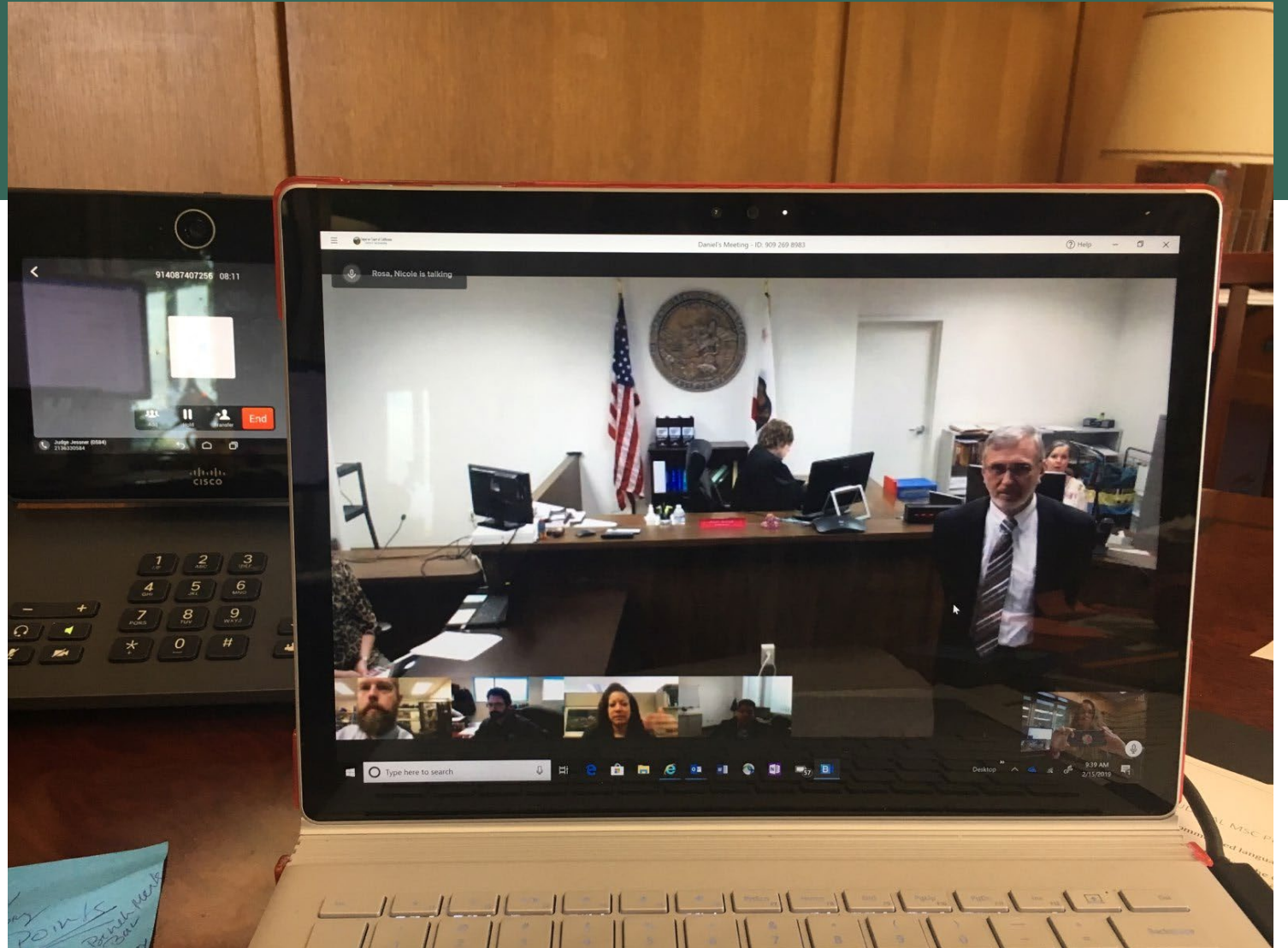
MOCK HEARINGS

MOCK HEARINGS

MOCK HEARINGS
PRIMARY CONCERNS

- Primary concerns expressed by participants in the mock hearings:

  - Monitor placement in the courtroom.

  - Clear identification of parties reason for "going dark."

  - Ensuring all participants test equipment prior to the event.

DRAFT RECOMMENDATIONS

- Recommendations were developed to provide general guidelines and allow flexibility for early adopters.

- Consistent with rules around telephonic appearance that provide general deference to local courts.

- Assumption that, consistent with telephone appearances, no court will manage video remote appearances for a case type.

DRAFT RECOMMENDATIONS

- ## Recommendation 1

  The Judicial Council should pursue amendment of Code of Civil Procedure 367.5 to conform authorization for video and/or digital appearances to those made via telephone.

DRAFT RECOMMENDATIONS

- **Recommendation 2**

  The Judicial Council should pursue amendment to Code of Civil Procedure section 367.6, Government Code section 72011, and repeal of Government Code Section 70630.

DRAFT RECOMMENDATIONS

- **Recommendation 3**

  The Judicial Council should adopt a new Rule of Court specific to video and digital appearances that largely mirrors California Rules of Court, rule 3.670 regarding telephone appearances.

DRAFT RECOMMENDATIONS

- **Recommendation 4**

  The Judicial Council should amend California Rules of Court, rule 5.9 to allow for video and digital appearances in family law proceedings.

DRAFT RECOMMENDATIONS

- ## Recommendation 5

  The Judicial Council should adopt the Key Considerations for Court Implementation of Video Appearances publication proposed as an Appendix to the Phase 1 Report and direct the Information Technology Advisory Committee to propose future revisions to the document as additional lessons are learned and to keep pace with technology changes.

DRAFT RECOMMENDATIONS

- **Recommendation 6**

  The Judicial Council should direct the Information Technology Advisory Committee and Judicial Council staff to develop estimates of increased court staff and technology costs to support court-facilitated evidence sharing in video appearances.

DRAFT RECOMMENDATIONS

- **Recommendation 7**

  The Information Technology Advisory Committee should recommend rules regarding digitized evidence for use in video or digital appearances.

DRAFT RECOMMENDATIONS

- **Recommendation 8**

  Sunset the Remote Video Appearances Work Group and re-form the group after the Innovations Grants are complete.

DRAFT RECOMMENDATIONS

- **Recommendation 9**

  The Judicial Council should adopt the Recommended Technical Capabilities for Remote Video Appearances proposed as an Appendix to the Phase 1 Report and direct the Information Technology Advisory Committee to propose future revisions to the document as additional lessons are learned and to keep pace with technology changes.

DISCUSSION AREAS

- The Phase 1 Report includes discussion of:
  - Evidence sharing concepts and potential technical design.
  - Interaction of parties and the court.

Video Remote Hearings – Conceptual Evidence Presentation Design
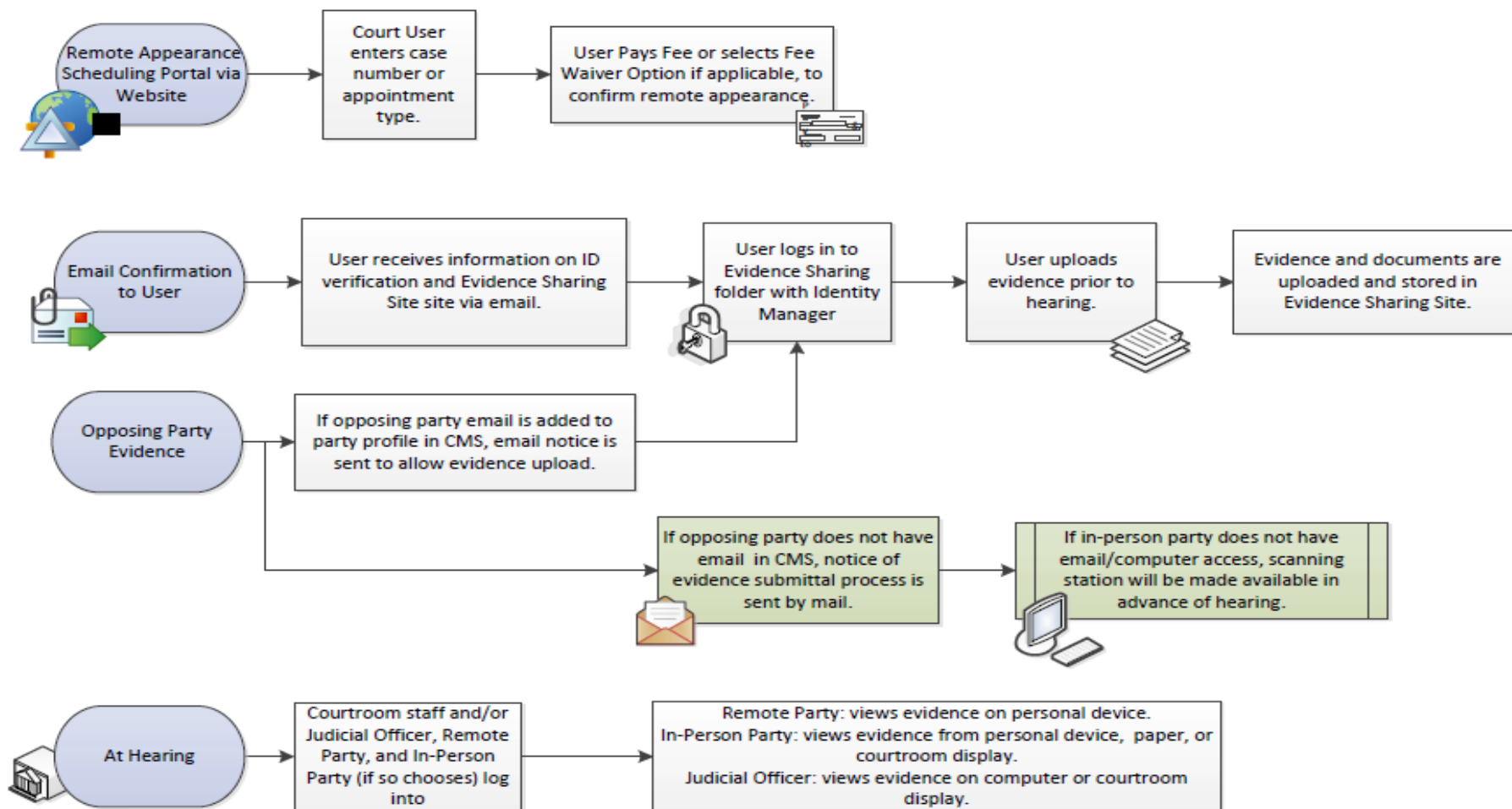
DISCUSSION AREAS

- The Phase 1 Report includes a Key Considerations Guide:

  - Outlines the major topics reviewed by the Work Group that did not rise to the level of rule or legislative requirements.

  - Intended to support early adopter implementation efforts.

NEXT STEPS

- Finalize Report to ITAC

- Approval by ITAC needed at the June meeting.

REPORT

Item 9. Comments and Questions Regarding Written Workstream and Subcommittee Reports

During this section, members are invited to comment on the written reports of initiatives **<u>not</u>** being discussed during today's meeting.

For written reports, refer to the full report in the materials e-binder.

1.2. Futures Commission Directive: Voice to Text Language Services Outside the Courtroom (Phase 1)

★ **Highlight:** Two tracks have formed, and the team is meeting regularly to progress through their objectives.

Executive Sponsor: Hon. James Mize
Estimated Completion Date: June 2019

2. Tactical Plan for Technology Update

★ **Highlight:** Approved by ITAC and JCTC; will be submitted to the Judicial Council for review/approval in May.

Executive Sponsor: Hon. Sheila Hanson
Estimated Completion Date: May 2019

3. Video Remote Interpreting (VRI) Pilot

⭐ **Highlight:** Final VRI Pilot report approved by the Judicial Council on March 15, 2019.

Executive Sponsor: Hon. Samantha Jessner
Estimated Completion Date: March 2019

4. E-Filing Strategy

★ **Highlight:** Continued progress with master service agreements.

Executive Sponsor: Hon. Sheila Hanson
Estimated Completion Date: June 2019

5. Identity and Access Management Strategy

Highlight: Policy and Roadmap tracks meet bi-weekly and have made significant progress on policy recommendations and the branch-wide Identity Management architecture.

Executive Sponsor: Mr. Snorri Ogata
Estimated Completion Date: July 2019

6. Self-Represented Litigants (SRL) E-Services

★ **Highlight:** The workstream has completed all of their key objectives, and will formally present their findings at the June ITAC meeting.

Executive Sponsor: Hon. Michael Groch
Estimated Completion Date: March 2019

8. Digital Evidence

⭐ **Phase 1 Highlight:** Digital Evidence Survey Results accepted by ITAC and JCTC (workstream has sunset).
Phase 2 Highlight: Digital Evidence Phase 2 in initiation.

Executive Sponsor: Hon. Kimberly Menninger
Estimated Completion Date: April 2019

9. Data Analytics: Assess and Report (Phase 1)

★ **Highlight:** Continuing work on governance policy and evaluating possible pilot projects for 19-20 BCP funding.

Executive Sponsor: Hon. Tara Desautels, Mr. David Yamasaki
Estimated Completion Date: December 2020

10. Disaster Recovery (DR) Framework (Phase 2)

★ **Highlight:** Kick-off meeting held on March 29, 2019.

Executive Sponsor: Mr. Paras Gupta
Estimated Completion Date: June 2020

11. Online Dispute Resolution (ODR): Assessment

Highlight: Solicitation for workstream membership will occur shortly.

Executive Sponsor: Hon. Julie Culver
Estimated Completion Date: December 2019

12. Branchwide Information Security Roadmap

⭐ **Highlight:** Solicitation for workstream membership will occur shortly.

Executive Sponsor: Hon. James Mize
Estimated Completion Date: December 2019

13. Rules and Policy Subcommittee

Highlights:

- Amendments to Code of Civil Procedure sec. 1010.6, Penal Code sec. 1203.01, and rules 2.251, 2.255, 2.257, and 2.540 of the California Rules of Court were submitted for public comment.
- The CEAC Records Management Subcommittee has begun work on the standards for Electronic Court Records as Data.
- The Privacy Resource Guide (PRG) has been finalized and is ready for ITAC's approval to publish.

Chair: Hon. Peter Siggins
Estimated Completion Date: Ongoing

14. Joint Appellate Technology Subcommittee

Highlights:

- The proposed uniform formatting rules and the proposal to amend rule 8.500 are being circulated for public comment, which closes June 10.
- A pilot program is being developed for e-delivery of court documents between the appellate court and a prison.

Chair: Hon. Louis Mauro
Estimated Completion Date: Ongoing

** ITAC on Recess **

To return at 12:45 p.m.

Item 10. Spotlight: IT Community Development

Hon. Alan Perkins, Executive Co-Sponsor

Ms. Jeannette Vannoy, Executive Co-Sponsor

Advance to the next slide for this report.

Information Technology Advisory Committee

IT Community Development Workstream

April 15, 2019

JUDICIAL COUNCIL
OF CALIFORNIA

Workstream Tracks & Leads

Resources (People)

Track Leads
- Jeannette Vannoy
- Darrel Parker

Education

Track Leads
- Judge McNamara
- Mark Dusman

Tools

Track Leads
- Jeannette Vannoy
- Jamel Jones

Resources Track

Findings:

There is a great desire among CEOs to explore opportunities for IT resource sharing and peer consulting, within the California Courts.

Draft Recommendations

- Court CIOs to create focus groups to further define opportunities and methods for resource sharing for established priority areas and report back recommendations to CEOs:

    - Information Security
    - Network Infrastructure
    - Case Management Systems
    - Database Administration

- Follow-up with CEOs that indicated peer consulting as their top 1 or 2 for resource sharing priorities (5) to clarify needs/interest
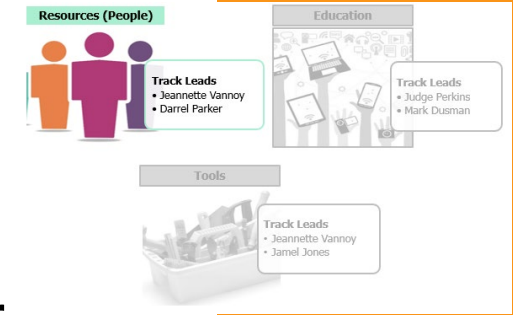
Education Track

Findings:

There is a great desire among Judges and CEOs to increase the frequency and availability of technology related education experiences for the California Courts.

Draft Recommendations:

- Continue the CIO Development Program based on the identified and prioritized needs of the CIO Community. 3 courses delivered to date with 1 other scheduled.

- Improve the nature and quality of IT skills training, by using the results of the workstream assessment to define and deliver appropriate IT skills training for Judicial Officers, Court Executives, and Operations staff.
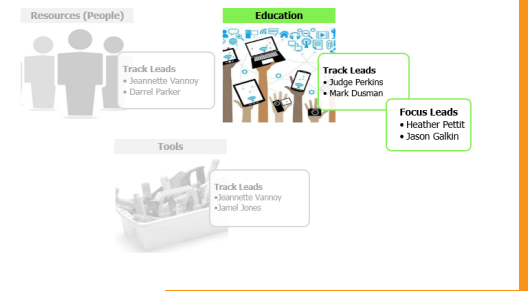
Tools Track

Findings:

Collaboration tools have evolved to make sharing more accessible than ever before. There are many opportunities for the courts to continue to share, starting with some key focus areas.

Draft Recommendations:

- Expand JC hosted branch collaboration platforms (MS SharePoint/Teams) to pilot with identified priorities:

  - IT Security Resource Library

  - ITAC Workstream Materials (in progress and final)

  - Court IT Management Forum (CITMF) Resource Center

  - Develop a branch IT Solution Inventory Site for a "one stop shop" of what technology solutions courts have throughout the branch

- Participate in on-going Granicus efforts to expand to other committee meetings

Discussion

- Request for Feedback

NGH Recommendations

- Approve Phase 2 of the Next-Generation Hosting Framework, including pilot court and cloud service agreements

- JCIT Analysis determined JCIT should operationalize NGH

- JCIT POC/Pilot NGH Framework

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- Court looking for solutions for new data center and disaster recovery hosting

- JCIT offered to provide consulting services and recommendations using NGH Framework

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- Tools/Inputs from court
  - Questionnaire
  - In-Person meetings and interviews
  - Tours of possible solutions

Goal: To provide court leadership with clear understanding of business needs.

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- Sample Questionnaire Output:

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- Business Service Level Output:

Court Defined Recovery Time Objectives			
SLA Type	SLA Criteria	Best Case	Worst Case
Critical	Max Time Recovery	2 Hours	4 Hours
High	Max Time Recovery	6 Hours	8 Hours
Moderate	Max Time Recovery	24 Hours	24 Hours
Basic	Max Time Recovery	N/A	N/A
	Table 1		

*Note: In order to meet these court assigned
Recovery Time Objective SLA's, the court's server infrastructure would
need to be rearchitected for either HA, hot standby, potentially cold
standby or a DR/Failover plan.

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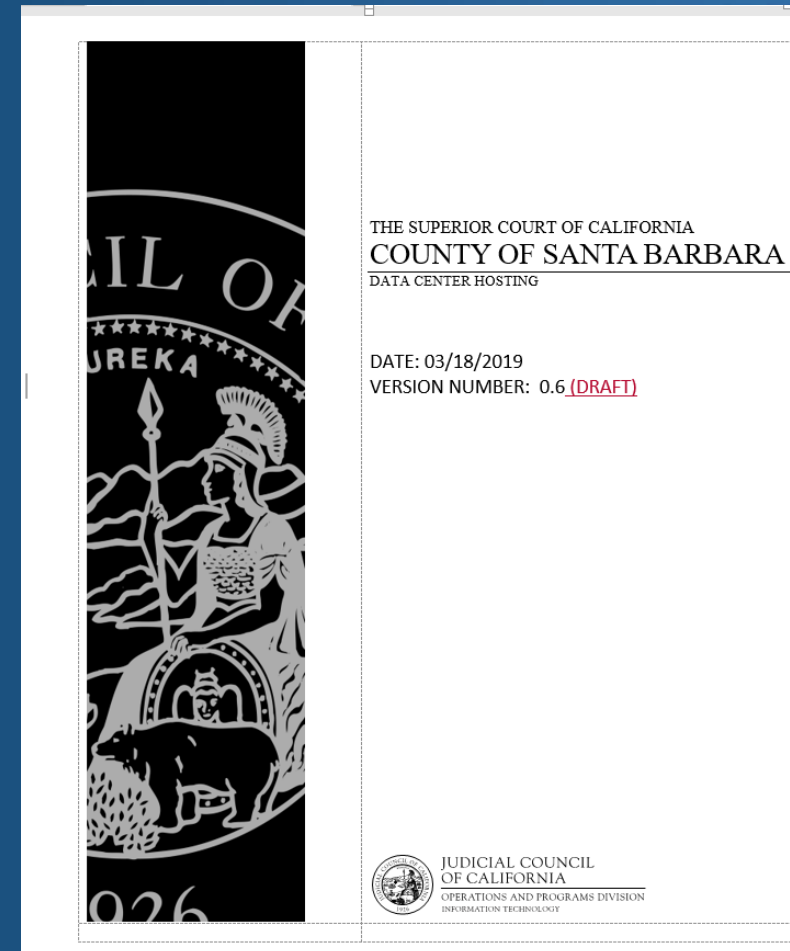- Sample System Service Level Requirement:

Requirement	Service Level
Systems	
Case Management	Critical
Website - Public Service Portal	Critical
E-filing	Critical
E-Warrants_PC Dec/Ipad/Magistrate phone	Critical
Jury Management	High
Communications/VoIP/Analog/Faxes	High
Electronic/Video Recording and Playback (FTR)	High
CCPOR/CLETS	Moderate
DMV- Justice Partners Branch and local (Lan/Wan- Connect)	Moderate
IVR/Call Routing	Moderate
Physical Security- Video Surv.	Moderate
Video/Meeting/Conference Systems	Basic
Facilities Requirements- Assisted Listening (ADA)	Basic
Court Call/Telephonic/Video appearance	Basic
VRI - Video Remote Interpreting	Basic
Building Access Controls	Moderate/Basic

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- JCIT Recommendations Include:

  - IT Governance

  - Potential Solution Options and Budget based on Business defined requirements

  - Next Steps for Court

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- JCIT Draft Report Includes:
  - Outputs
  - Decisions
  - Technical Overview
  - Court Next steps

THE SUPERIOR COURT OF CALIFORNIA
COUNTY OF SANTA BARBARA
DATA CENTER HOSTING

DATE: 03/18/2019
VERSION NUMBER: 0.6 (DRAFT)

JUDICIAL COUNCIL
OF CALIFORNIA
OPERATIONS AND PROGRAMS DIVISION
INFORMATION TECHNOLOGY

NGH Framework Next Steps

- Additional Courts are interested in this consulting service (Alpine, San Luis Obispo, Inyo)

- Apply Framework to courts in need of the service and refine business process

- BCP submitted for FY 2020-2021 for funding NGH and DR consulting services

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2019 ITAC Meeting Dates

- June 21 (teleconference)
- August 12 (in person)
- October 4 (teleconference)
- December 2 (in person)

Adjourn

End of Presentation (Slides)

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