



JUDICIAL COUNCIL OF CALIFORNIA

INFORMATION TECHNOLOGY
ADVISORY COMMITTEE

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INFORMATION TECHNOLOGY ADVISORY COMMITTEE

MINUTES OF OPEN MEETING

August 19, 2019

10:00 AM - 3:00 PM

Judicial Council of California Conference Center Boardroom, San Francisco

Advisory Body Members Present: Hon. Sheila F. Hanson, Chair; Hon. Louis R. Mauro, Vice Chair; Mr. Jake Chatters; Mr. Brian Cotta; Mr. Adam Creiglow; Hon. Julie R. Culver; Hon. Tara Desautels; Ms. Alexandra Grimwade; Hon. Michael S. Groch; Hon. Samantha P. Jessner; Hon. Kimberly Menninger; Mr. Snorri Ogata; Mr. Darrel Parker; Hon. Alan G. Perkins; Hon. Bruce Smith; Ms. Jeannette Vannoy; Mr. Don Willenburg;

Advisory Body Members Absent: Assemblymember Marc Berman; Mr. Paras Gupta; Hon. James Mize; Hon. Donald Segerstrom; Hon. Peter Siggins; Hon. Joseph Wiseman; Mr. David H. Yamasaki

Others Present: Hon. Marsha Slough; Hon. Kyle Brodie; Ms. Heather Pettit; Mr. Robert Oyung; Mr. Mark Dusman; Ms. Virginia Sanders-Hinds; Ms. Jamel Jones; Mr. Alex Barnett (Sen. Hertzberg); Mr. Richard Blalock; Ms. Camilla Kieliger; Ms. Fati Farmanfarmaian; Mr. John Yee; Ms. Andrea Jaramillo; 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

The advisory body reviewed and approved the minutes of the June 21 and July 10, 2019, Information Technology Advisory Committee meetings.

No public comments were received.

DISCUSSION AND ACTION ITEMS (ITEMS 1-8)

Item 1

Chair's Report

Presenter: Hon. Sheila F. Hanson, Chair

Update: Judge Hanson welcomed members to the ITAC in-person meeting in San Francisco. She thanked them for participating in the July 10 teleconference where rule proposals from the Joint Appellate Technology Subcommittee and the ITAC Rules & Policy Subcommittee were approved following public comment. All 6 proposals were also

approved by the Judicial Council Technology Committee at their August meeting. The rules will be presented at the September Judicial Council meeting.

Along with Mr. Adam Creiglow and Ms. Heather Pettit, Judge Hanson will be presenting in August at the joint meeting of the Trial Court Presiding Judges and Court Executive Officers meeting. They are presenting on the current efforts underway, as well as explaining the benefits of court staff participating in workstreams. Their goal is to expand the awareness of ITAC's workstream opportunities and benefits while showcasing a few new technologies being explored that increase access to justice.

Judge Hanson noted that there is a liaison opening to the Advisory Committee on Providing Access and Fairness, which is an important partnership for ITAC and relates to the new Language Access Plan. If any member is interested or would like to change their current assignment, contact her or Justice Mauro.

There are two Judicial Council hosted technology summits in the coming months. First, is the Small Court Technology Summit being held in Sacramento at the Judicial Council Sacramento office on October 24, 2019. This event is intended for courts with 15 judicial officers or fewer. Topics include an overview of technology innovations related to the Future's Commission Directives, as well as lessons learned from recent natural disasters. For the first time there will be an "exhibit hall" with booths showcasing services available to assist the smaller courts with their needs. The larger Branch Court Technology Summit will be held in February in conjunction with the statewide meeting of the Presiding Judges and Court Executive Officers.

Lastly, Judge Hanson acknowledged two people leaving. Judge Alan Perkins whose ITAC term ends in September after nearly 5 years and will be retiring from Sacramento Superior Court at the end of this year. His participation as Executive Co-Sponsor for the first phase of Disaster Recovery Workstream and his current one for the IT Community Development Workstream. He is also a member of the Joint Appellate Technology Advisory Committee and has served as ITAC's liaison of to the Criminal Law Advisory Committee. Judge Hanson thanked Judge Perkins for always being active and engaged in meetings and mindful of the needs of judicial officers as they adopt new technology. Also retiring, Ms. Virginia Sanders-Hinds who has worked in Judicial Council IT for nearly 30 years. She was pivotal in the transition to the new technology governance model, which included the development of the first Court Technology Governance and Strategy Plan and introduced the workstream model used today. She provided staff leadership to the Video Remote Interpreting Pilot, which successfully executed its pilot program and developed technology standards for implementing in trial courts statewide. Judge Hanson thanked Ms. Sanders-Hinds for her service to the branch.

Item 2

Judicial Council Technology Committee Update (Report)

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

Presenter: Hon. Marsha Slough, Chair, JCTC

Update: Justice Slough gave the JCTC update. She noted that this was her last ITAC meeting, her term is ending, and Judge Kyle Brodie will become the new Chair. In her new role as Chair of the Executive and Planning Committee, she will look forward to hearing about ITAC's good work at the Judicial Council meetings. Since the last report to ITAC in June, the Judicial Council met on August 9 and recommended the pilot courts for the Pretrial Detention program. The application review was extensive and thorough. The JCTC held an open meeting on August 12 and received an ITAC update from Judge Hanson. Also reported was that Sacramento Superior Court was unable to execute their contract case management plan, so the Judicial Council must approve a reallocation of the funds, so they may be available to the court. Lastly, JCTC approved 6 rules proposal and will recommend them to the Judicial Council.

Item 3

Futures Commission Directive: Intelligent Chat for Self Help Services – Status and Final Report (Action Requested)

Review and discuss the draft report to the Judicial Council on the potential of a pilot project using intelligent chat technology to provide information and self-help services. Decide the report's readiness to recommend to the Judicial Council Technology Committee for acceptance and submission of the report to the Judicial Council.

Presenters: Hon. Michael Groch, Executive Sponsor

Mr. John Yee, Enterprise Architect, Information Technology

Action: Judge Groch and Mr. Yee presented their findings on the Intelligent Chat directive. The final report includes: business case, background research, chatbot definitions, chatbot maturity model, workstream's approach, benefits and risks, findings and recommendations, lessons learned and conclusions. The workstream concluded that chatbots are part of the "norm", the public will use them to solve simple issues and people for more complex issues, the branch has lots of subject matter content that needs to be curated and developed for chatbot use. Next steps are to approve findings and recommendations, create a chatbot service program to be administered by JCIT, and establish a steering committee with court representation to provide oversight and guidance.

Motion to accept the findings and results from the Intelligent Chat Workstream.

Approved.

Item 4

Futures Commission Directive: Remote Video Appearances for Most Non-Criminal Hearings – Status and Final Report (Action Requested)

Review and discuss the draft report to the Judicial Council on the 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. Decide the report's readiness to recommend to the Judicial Council Technology Committee for acceptance and submission of the report to the Judicial Council.

Presenters: Hon. Samantha Jessner, Executive Sponsor
Mr. Jake Chatters, Business Lead
Mr. Alan Crouse, Project Manager

Action: Judge Jessner gave the opening for this workstream stating they were charged to 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. Mr. Crouse presented on the many work group activities that included literature review and issue brainstorming/identification/debate/resolution with more details listed in the materials and slides. Mr. Chatters explained the 8 recommendations presented to ITAC and why they decided against doing a pilot as originally outlined since some courts were doing similar work with innovation grant money and ITAC should wait to see outcomes from those projects.

Motion to accept the findings and recommendations 1- 5 and removing 6 - 8 for phase 2 and partner with digital evidence workstream from the Remote Video workstream.

Approved.

Item 5

2019-2020 Language Access Signage and Technology (Action Requested)

Consider approval of a grant program to disburse \$2.55 million for language access signage, technology infrastructure support, and equipment needs for the trial courts and the Judicial Council for 2019-2020 and ongoing.

Presenters: Mr. Don Will, Assistant Director, Center for Families, Children & the Courts
Mr. Douglas Denton, Supervising Analyst, Center for Families, Children & the Courts

Action: Mr. Denton presented on this new grant program and funded ongoing. The goals are listed in the materials. They are asking ITAC to approve since it's has a technology component. Grant applications will be sent in October and due early November. The Judicial Council will make their decision in March 2020. ITAC will work with Advisory Committee on Providing Access and Fairness. The funding is allocated yearly, but if not used by December, it will be returned to Trial Court Improvement Fund.

Nothing to approve the grant program for Language Access Signage and Technology.

Approved.

Item 6

Rule and Legislative Proposals (Discussion)

Provide suggestions and input on potential topics for rule or legislative amendment proposals for the next rules cycle, in partnership with other advisory bodies.

Facilitators: Hon. Louis Mauro, Chair, Joint Appellate Technology Subcommittee
Hon. Peter Siggins, Chair, Rules and Policy Subcommittee

Discussion: Justice Mauro advised they are considering new requests for rules changes for their annual agenda. Please email any suggestions to Justice Siggins or Justice Mauro.

Item 7

Comments and Questions Regarding Written Workstream and Subcommittee Reports

Action: Judge Hanson approved extensions through June 2020 for IT Community Development and Data Analytics workstreams.

Justice Mauro updated that they are close to signing for the pilot to allow inmates to do e-delivery between Court of Appeal, Third District and Folsom prison. Considering e-tablets for the future.

Item 8

Liaison Reports

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

Update: There were no liaison reports.

A D J O U R N M E N T

There being no further business, the meeting was adjourned at enter time.

Approved by the advisory body on enter date.