

Information Technology Advisory Committee (ITAC)

Public Business Meeting
April 20, 2020 Teleconference

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

Administrative Matters

I. Open Meeting

- Call to Order, Roll Call
- Approve Minutes
 - February 3, 2020 (teleconference)
 - March 6, 2020 (teleconference)

DRAFT Minutes are in the materials e-binder.

II. Public Comment

REPORT

Item 1. Chair Report

Hon. Sheila F. Hanson

Chair, Information Technology Advisory Committee

There are no slides for this item.

REPORT

Item 2. Judicial Council Technology Committee Update

Hon. Kyle S. Brodie
Chair, JCTC

There are no slides for this item.

REPORT

Item 3. Branch Budget Update and Technology Funding Impacts

Ms. Heather Pettit
Chief Information Officer

There are no slides for this item.

ACTION REQUIRED

Item 4. IT Community Development Workstream – Status and Final Report

Ms. Jeannette Vannoy
Workstream Executive Sponsor

Proceed to the next slide for this item.

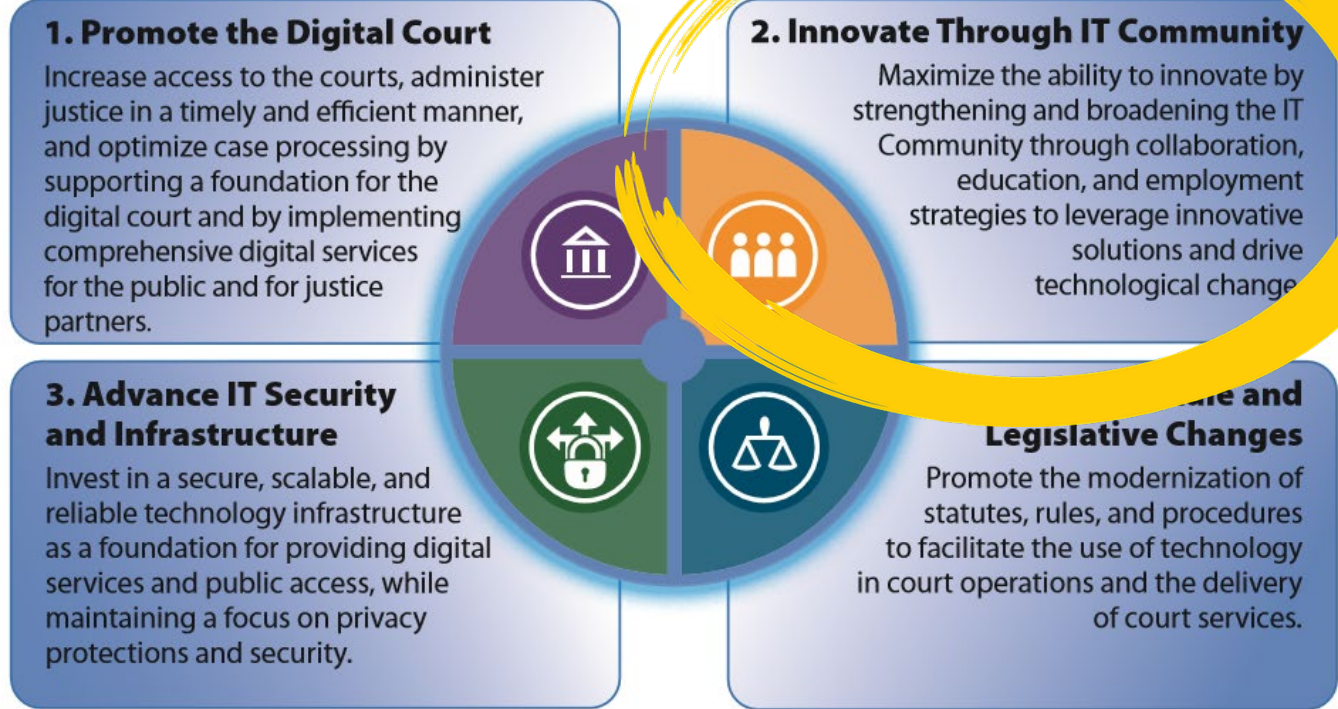
**ITAC
IT COMMUNITY WORKSTREAM
STATUS AND FINAL REPORT**

Jeannette Vannoy, CIO
Superior Court of California, County of Napa

Judicial Branch Strategic Plan for Technology

GOAL
ALIGNMENT

Goals



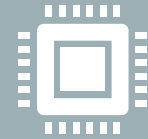
Judicial Branch Tactical Plan for Technology

 Strategic Plan for Technology Goal 2: Innovate Through IT Community

Expand Collaboration Within the Branch IT Community

PRIMARY OBJECTIVE

*Focus on the “people side”
of technology advancement
and adoption for the
CA Judicial Branch*



Opportunities to leverage
technical staff resources to
implement and support technology



What staff and judges need to
know to use it



How collaboration tools can be
used to share experiences and
promote innovation

Recommendations

Over Arching

1. Facilitate and track the enactment of these recommendations
2. Develop a BCP concept to support these recommendations

Resource Sharing

3. Propose specific resource-sharing opportunities

Education

4. Identify resources to enhance technology / innovation education for all
5. Promote increased in-person sharing of technology-related experiences
6. Provide expanded training opportunities for branch IT leaders

Collaboration Tools

7. Create a shared repository of technology-related project knowledge
8. Expand the branch-hosted IT Security resource site
9. Participate as an early adopter in the efforts to expand Granicus

NEXT STEPS



Submit findings and recommendations to the Judicial Council Technology Committee (JCTC) for acceptance



Formally sunset the workstream



Begin identifying resources, prioritizing, and enacting recommendations



REPORT

Item 5. Judicial Branch Web Template Preview

Mr. Mark Gelade

Supervisor, Information Technology

Proceed to the next slide for this item.



Trial Courts Responsive Web Templates

April 17, 2020

Summary of Project Goals

- Modernize visual design of original JCC templates
- Deploy Responsive framework

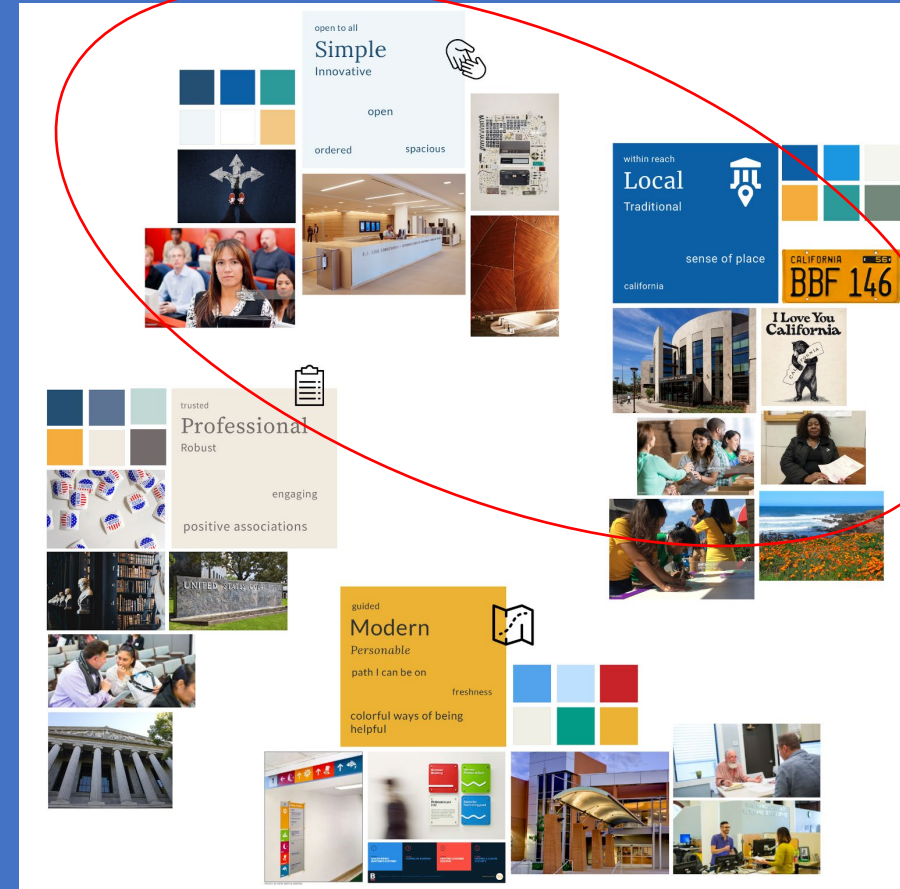
Benefits to Courts

- Accessible & Responsive websites
- Direct control over content updates
- Shared library of UI components
- Secure, managed website hosting

Note: a more in-depth UX process including user surveys, user research is a potential Phase II effort, should courts wish to leverage JCC resources to undertake such.

Mood Board Review

- Two previous “Design Values” Workshops were held; one for JCC stakeholders & one for the trial court consortium.
- Gained general consensus around color palette, imagery, and fonts.
- Participants settled on a blend of “Simple”, “Local” & “Professional” design values.



Home page – top to bottom

The screenshot shows the home page of the Superior Court of California, County of Alameda. At the top left is the court's logo and name. To the right is a search bar and a 'Translate' button. Below this is a navigation menu with categories: ONLINE SERVICES, FORMS & FILING, DIVISIONS, SELF HELP, and GENERAL INFORMATION. A yellow banner below the menu states: 'Effective April 10, 2019, hours have been suspended until further notice.' The main content area features a large image of the court building with the text 'WELCOME TO THE Superior Court of Alameda' and 'What would you like to do?'. Below this are several service buttons: Jury Service, Traffic Tickets, E-filing, Attorney Portal, Tentative Rulings, Calendar, and Case Information. The 'News, Updates & Notices' section follows, containing three news items with dates and titles, each with a 'READ MORE' link. The dates are Feb 04, 2020; Jan 29, 2019; and Jan 03, 2020. The titles are 'The Superior Court of Alameda County will be closed on Wednesday, February 12, 2020 for Lincoln's Birthday.', 'Juror Eligibility Changes', and 'The Court's Local Rules and General Directives have been updated'. A 'More News' button is located at the bottom right of the news section.

SUPERIOR COURT OF CALIFORNIA
COUNTY OF ALAMEDA

Search [Translate](#)

ONLINE SERVICES ▼ FORMS & FILING DIVISIONS ▼ SELF HELP GENERAL INFORMATION ▼

Effective April 10, 2019, hours have been suspended until further notice. ✕

WELCOME TO THE
Superior Court of Alameda

What would you like to do?

Jury Service Traffic Tickets E-filing Attorney Portal

Tentative Rulings Calendar Case Information

News, Updates & Notices

Feb 04, 2020
The Superior Court of Alameda County will be closed on Wednesday, February 12, 2020 for Lincoln's Birthday.
[READ MORE](#) →

Jan 29, 2019
Juror Eligibility Changes
Per CA SB 310, effective January 1, 2020, some persons with prior felony convictions will be eligible for jury service.
[READ MORE](#) →

Jan 03, 2020
The Court's Local Rules and General Directives have been updated

Dec 20, 2019
The Superior Court of Alameda County announces the opening of a new, limited jurisdiction civil department.

Dec 18, 2019
Invitation to Comment on Proposed Court Budget Fiscal Year 2019-2020

[More News](#)

Home page – top to bottom

Hearings, Sessions & Events

JAN
20

The Superior Court of Alameda County announces the opening of a new, limited jurisdiction civil department.

Per CA SB 310, effective January 1, 2020, some persons with prior felony convictions will be eligible for jury service.



FEB
14

Traffic walk-in calendars at the Wiley W. Manuel Courthouse in Oakland will be CLOSED on March 1, 2020

Registration for Walk-in Court is on a first come, first serve basis. To ensure registration for that day, it is recommended that you arrive at least 1 hour before registrations begins



[Full Calendar](#)

Locations

There are 9 Court Locations in the County of Alameda

Alameda

2233 Shore Line Drive
Alameda, CA 94501

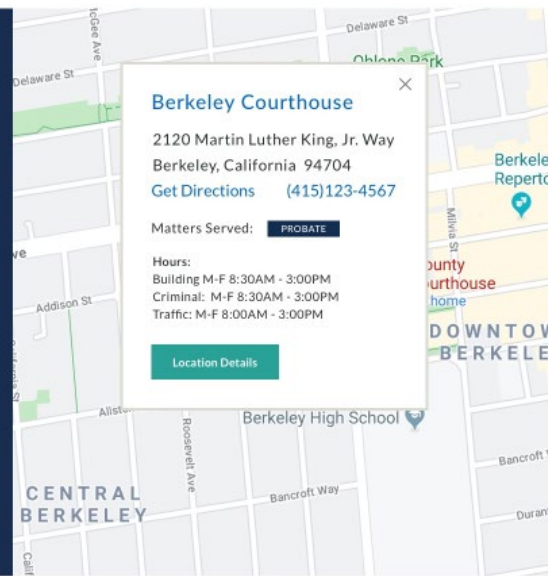
Berkeley

2120 Martin Luther King, Jr. Way
Berkeley, California 94704

Dublin

5151 Gleason Drive
Dublin, CA 94568

Fremont



Home page – top to bottom

About the Court

The court consists of thirteen judges and two commissioners. The judiciary, under a single presiding judge, hears all cases filed with the court.

Mission

"Uphold the law and provide equal justice for all."

Vision

"The Court will resolve disputes fairly, in a manner that promotes public trust and confidence. We will be innovative, efficient, and provide equal and meaningful access to justice."

"Judicial officers and employees will stand together with a united court culture, where all are able to achieve their very best to serve the needs of the Court and the community."

COMMUNITY OUTREACH

To schedule a speaker, tour, or for more information about Community Outreach projects or the Strategic Plan, contact Michael Powell, Court Executive Officer, at (805) 706-3615.

PUBLIC RESOURCES

[Mediation](#)

[Self-Help Legal Resources](#)

[Family Court Services](#)

[Contract with the Court](#)

ATTORNEY RESOURCES

[Attorney Portal](#)

[Tentative Rulings](#)

[Local Rules](#)

[Forms, Fees, and Filings](#)

[Interpreter Services](#)

[Court Reporter Transcripts](#)

MEDIA RESOURCES

[Press Releases](#)

[Media Guidelines](#)

ACCESS AND COMPLIANCE

[Accessibility](#)

[Language Assistance](#)

[ADA](#)

OFFICE

[Contact](#)

[Jobs](#)

[Website Feedback](#)

[Webmail](#)

Home page – no imagery

The screenshot shows the home page of the Superior Court of California, County of Alameda. At the top left is the court's logo, followed by the text "SUPERIOR COURT OF CALIFORNIA COUNTY OF ALAMEDA". To the right is a search bar and a "Translate" button. Below this is a navigation menu with links for "ONLINE SERVICES", "FORMS & FILING", "DIVISIONS", "SELF HELP", and "GENERAL INFORMATION". A yellow banner below the menu contains a warning icon and the text "Effective April 10, 2019, hours have been suspended until further notice." The main content area has a dark blue background with the text "WELCOME TO THE Superior Court of Alameda" and the question "What would you like to do?". Below this are seven light blue buttons with icons and labels: "Jury Service" (people icon), "Traffic Tickets" (car icon), "E-filing" (document icon), "Attorney Portal" (scales icon), "Tentative Rulings", "Calendar", and "Case Information".

 SUPERIOR COURT OF CALIFORNIA
COUNTY OF ALAMEDA

Search   Translate

ONLINE SERVICES  FORMS & FILING DIVISIONS  SELF HELP GENERAL INFORMATION 

 Effective April 10, 2019, hours have been suspended until further notice. 

WELCOME TO THE
Superior Court of Alameda

What would you like to do?

 Jury Service

 Traffic Tickets

 E-filing

 Attorney Portal


Tentative Rulings



Calendar




Case Information

Mega Menu dropdown

The screenshot displays the website for the Superior Court of California, County of Alameda. At the top left is the court's logo. To its right is the text "SUPERIOR COURT OF CALIFORNIA COUNTY OF ALAMEDA". Further right is a search bar with a magnifying glass icon and a "Translate" button with a globe icon. Below this is a navigation bar with five items: "ONLINE SERVICES", "FORMS & FILING", "DIVISIONS", "SELF HELP", and "GENERAL INFORMATION", each with a downward arrow. The "DIVISIONS" menu is expanded into a dark blue mega menu. It contains six categories, each with a title, a right-pointing arrow, and a short description. The "COLLECTIONS" category is highlighted with a mouse cursor. The categories are: ALL DIVISIONS, CIVIL, JUVENILE, COLLECTIONS, PROBATE, and CRIMINAL. The descriptions are: "Short description about All Divisions landing page lorem ipsum. Short description about All Divisions landing page lorem ipsum.", "Adjudication of controversies between individual parties, the redress of private rights, and hearings for child welfare cases.", "In California, as in all states, there is a separate court system for persons under the age of 18, who are known as minors or juveniles.", "Collections provides direct assistance in order to facilitate payment of delinquent fines and fees.", "Probate handles cases involving estates, trusts, guardianships, and conservatorships.", and "Our Criminal Division contains information to help you resolve warrants and pay your court ordered fines."

 SUPERIOR COURT OF CALIFORNIA
COUNTY OF ALAMEDA

Search   Translate

ONLINE SERVICES  FORMS & FILING DIVISIONS  SELF HELP GENERAL INFORMATION 

ALL DIVISIONS →
Short description about All Divisions landing page lorem ipsum. Short description about All Divisions landing page lorem ipsum.

CIVIL →
Adjudication of controversies between individual parties, the redress of private rights, and hearings for child welfare cases.

JUVENILE →
In California, as in all states, there is a separate court system for persons under the age of 18, who are known as minors or juveniles.

COLLECTIONS →
Collections provides direct assistance in order to facilitate payment of delinquent fines and fees.

PROBATE →
Probate handles cases involving estates, trusts, guardianships, and conservatorships.

CRIMINAL →
Our Criminal Division contains information to help you resolve warrants and pay your court ordered fines.

TRAFFIC →
Our Traffic Division contains information to help you resolve traffic citations, interact with the court, and if or how to go to traffic school.

FAMILY →
Family Law is an area of the law that deals with family-related issues and domestic relations including: the nature of marriage, adoption and child abuse, divorce, annulment, and alimony.

Sample Landing Page – Self Help

The screenshot shows the website for the Superior Court of California, County of Alameda. The header includes the court's name, a search bar, and a 'Translate' button. A navigation menu contains 'ONLINE SERVICES', 'FORMS & FILING', 'DIVISIONS', 'SELF HELP', and 'GENERAL INFORMATION'. The main content area features a breadcrumb trail 'Breadcrumbs / Self-Help Resources' and a 'Self-Help' title. Below the title is a paragraph explaining the Self-Help Center's mission. A grid of eight service tiles follows, each with a title and a brief description. Below the grid are eight 'Resource' buttons. The bottom section, titled 'Services Offered', lists three bullet points. To the right, under 'WE CANNOT HELP WITH', it lists excluded services and a disclaimer about acting as a lawyer.

**SUPERIOR COURT OF CALIFORNIA
COUNTY OF ALAMEDA**

Search [Translate](#)

[ONLINE SERVICES](#) [FORMS & FILING](#) [DIVISIONS](#) [SELF HELP](#) [GENERAL INFORMATION](#)

Breadcrumbs / Self-Help Resources

Self-Help

The Self-Help Center/Family Law Facilitator's Office provides legal information and resources to self-represented court customers. Assistance may be in the form of walk in services, workshops, referrals and/or telephonic assistance.

DIVORCE Assistance with divorce or legal separation	CHILD SUPPORT Get help preparing forms for support order	SELF-REPRESENTATION What Do I Need to Know to Represent Myself?	ONLINE-HELP How can I get help filling out court forms?
Traffic	Family	Resource 3	Resource 4
Resource 5	Resource 6	Resource 7	Resource 8

Services Offered

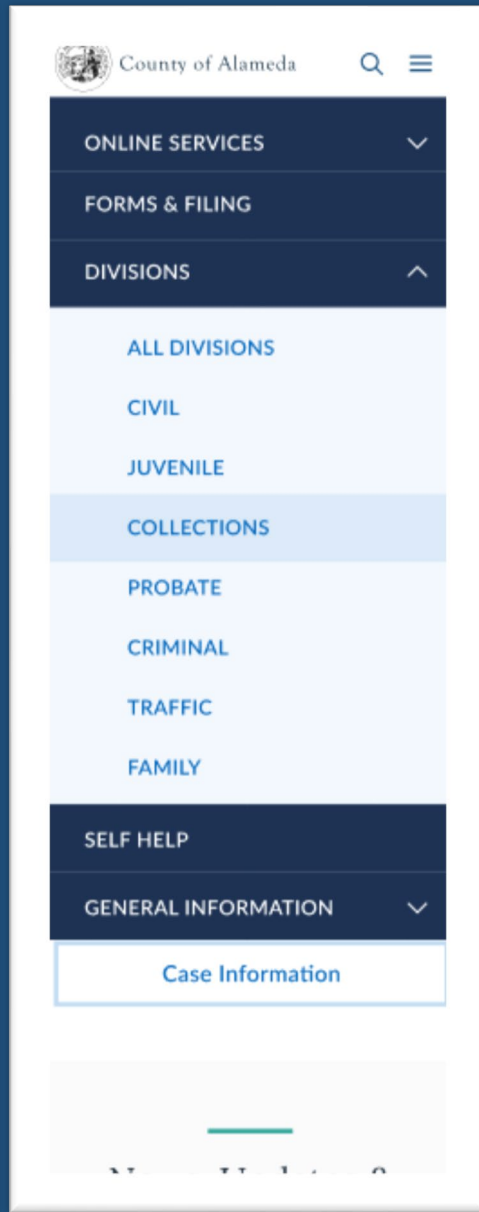
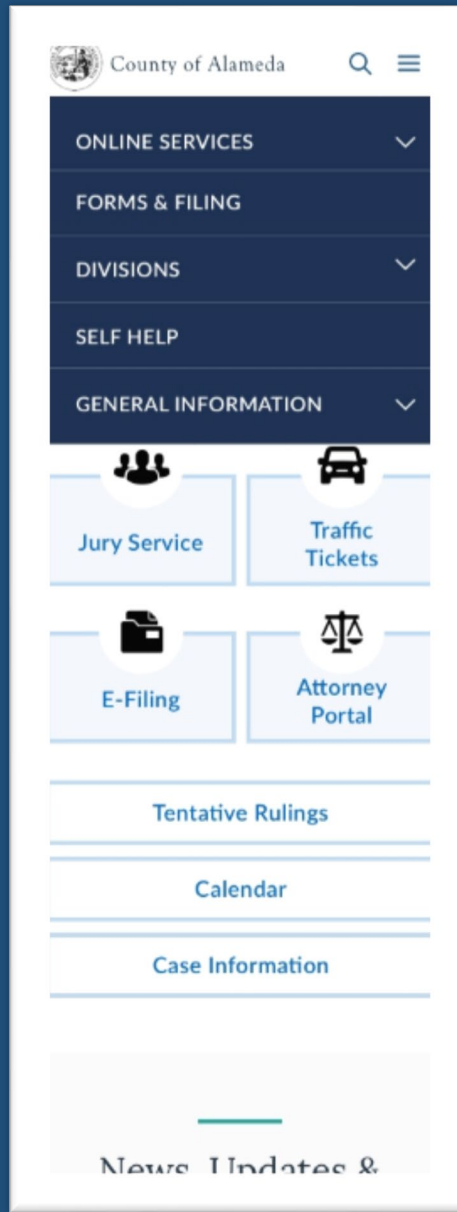
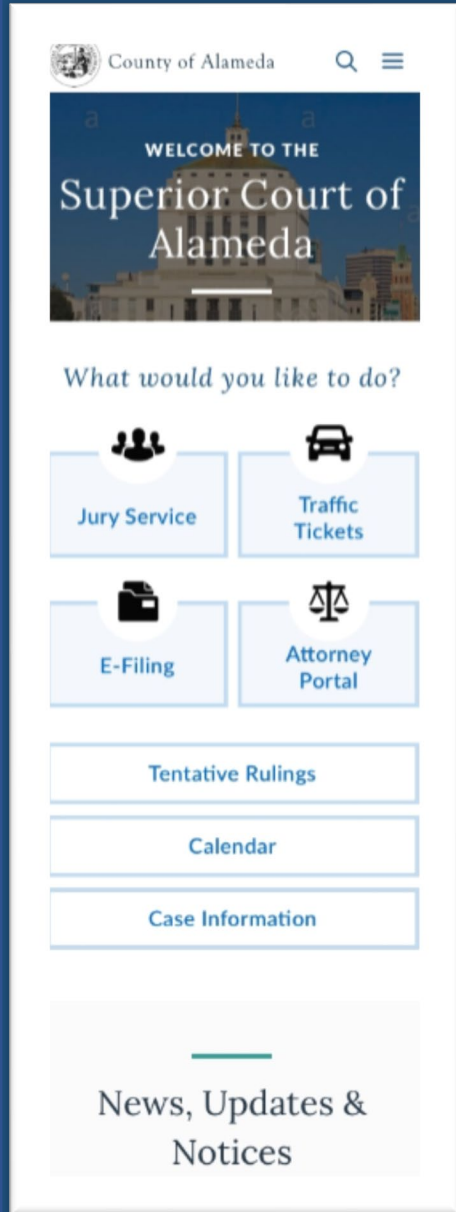
- Provide information in many languages and explain your legal options
- Provide tools to represent yourself in Court.
- Show you how to fill out legal forms, follow court procedures.

WE CANNOT HELP WITH

Criminal cases, immigration, bankruptcy, civil appeals, discovery, certain civil cases.

Act as your lawyer (there is no attorney-client relationship).

Mobile View



Adjourn

