Strategic Plan for Technology 2023 - 2026

Information Technology Advisory Committee Meeting – September 28, 2022

Agenda

- Workstream members
- Governance
- Review of tools
- Key Updates
- Action Requested
- Questions and Answers

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OF CALIFORNIA

Workstream Members

Hon. Kyle S. Brodie, Executive Sponsor
San Bernardino

Hon. Carlos M. Cabrera
Judicial Officer, San Bernardino

Hon. Tara Desautels
Judicial Officer, Alameda

Hon. Audra Ibarra
Judicial Officer, Santa Clara

Mr. Bob Fleshman
CEO, Napa

Mr. Jason Galkin
CEO, Nevada

Ms. Andrea K. Wallin-Rohmann
Clerk/CEO, 3 DCA

Mr. Pat Patterson
Deputy CEO, Ventura

Ms. Michelle Duarte
CIO, Santa Cruz

Mr. Micah May
CIO, San Bernardino

Mr. Tyrone Tasker
Research Attorney, Los Angeles

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Governance

Business Goals

Guiding Documents

Judicial Council →

Technology Committee →

Information Technology Advisory Committee →

Business Goals	Guiding Documents
Goals for Branch	Branch Strategic Plan
Goals for Technology	Technology Strategic Plan 4-year plan
Technology Initiatives	Technology Tactical Plan 2-year plan
Technology Projects	ITAC Annual Agenda

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California Courts Connected

Courts Connected initiatives leverage technology to create core systems that enable digital solutions to meet the evolving court services needs of Californians and our justice system partners.

Core Systems

Case Management System
Electronic Records Management
Jury Management
Courthouse
Financials
Human Resources
Collaboration & Office Tools

Digital Ecosystem

Branch & Court Development
State & Local Integrations

Public & Partner Services

self-service

- Websites / Self Help Portal
- Payments
- Text Notifications
- Remote Records Access & Search
- Virtual Cust. Service Center
- Electronic Filing
- Remote Proceedings
- Online Dispute Resolution
- ... Branch Solutions

live-interaction

Data

🔒 Security & Infrastructure

Key Updates

- Updated not recreated: Refined goals and content

- Introduced new goal: Promote equal access to digital services

- Measures of success: Referred to ITAC for consideration (tactical level)

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Advance the Digital Court 1

2 **Promote Equal Access to Digital Services**

Advocate for Rule and Legislative Changes 5

3 **Innovate Through Community**

4

Advance IT Security and Infrastructure
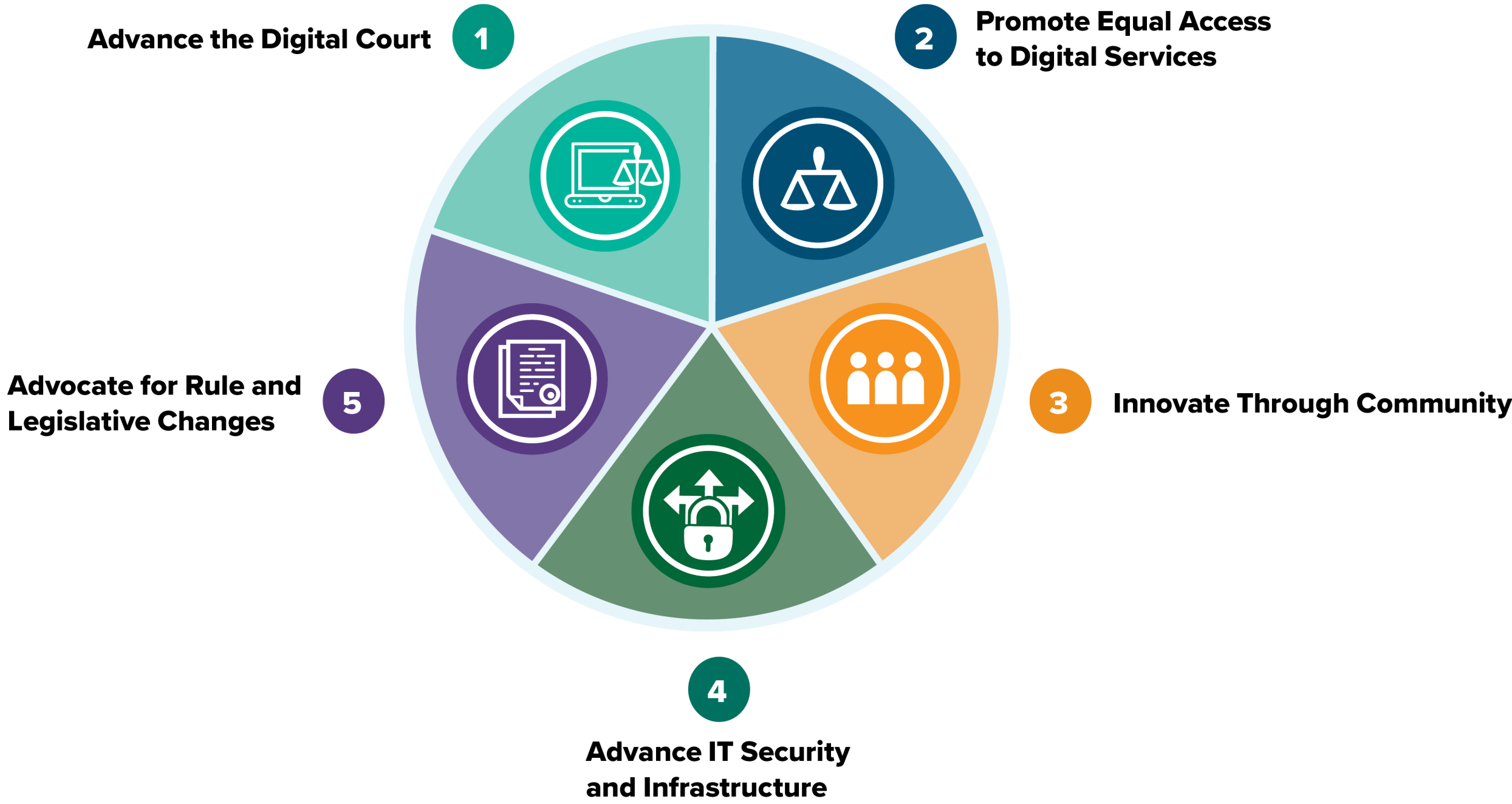
Goal 1: Advance the Digital Court

The judicial branch will gain operational efficiencies and provide consistent and reliable digital services to all.

Key change:

- Moved concept of promoting equal access to a new goal 2 for further emphasis

Goal 2: Promote Equal Access to Digital Services

The judicial branch will promote digital services that are accessible to all, regardless of location, socioeconomic status, language, physical ability, or technological access or experience.

Key change:

- New goal

- Added to stress importance for equal digital access

Goal 3: Innovate through Community

The judicial branch will maximize its ability to innovate technology through inclusive collaboration, education, and investment in the skills and talents needed to propel technological advancement

Key change:

- Formerly Goal 2

- Expanded "community" to be more inclusive

10

Goal 4: Advance IT Security and Infrastructure

The judicial branch will invest in a high-performing technology infrastructure that secures and protects data, privacy, and confidentiality.

Key change:

- Formerly Goal 3

- Updated to show progression and critical need for security due to bad actors

Goal 5: Advocate for Rule and Legislative Changes

The judicial branch will identify, promote and support legislation, rules, and procedures that improve court operations and the delivery of services using technology.

Key change:

- Formerly Goal 4

- Strengthened to show importance of advocacy

Discussion / Questions & Answer

Thank you!

Agenda

- **3 Approaches**

- **Process**

- **Priorities Considered**

- **Allocations**

Modernization BCP

- The Judicial Branch **Information Security** Office

- Modernization of **Appellate and Supreme Courts** (staffing)

- Modernization of **Trial Courts** (direct allocation by cluster)

- CTMF **Branchwide Initiatives**
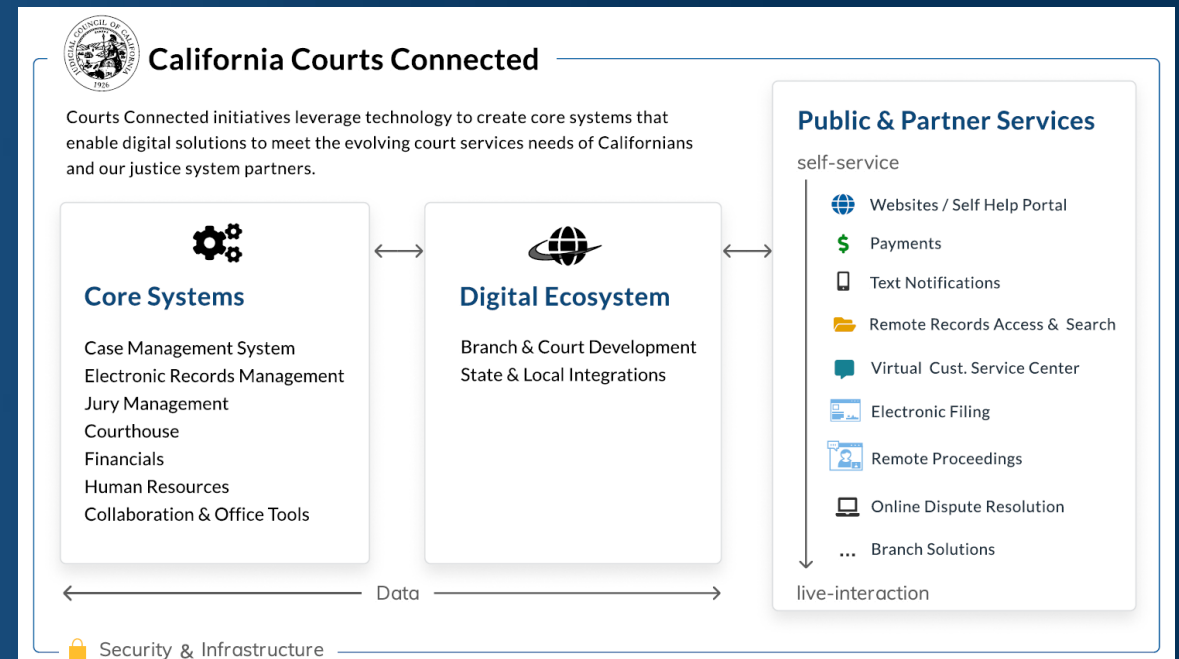
- CTMF **local court project** allocations

FY22-23

Court Technology Modernization Program

Recommendations for funding allocation

Modernization Program

- Allocations address the diversity and inconsistency in court services

- The California Courts Connected Framework is a foundation to accomplish the Chief Justice's vision for Access 3D

- This framework shows how technology increases convenience to the public and serves as a bridge that allows for multiple channels of physical, remote, and equal access

California Courts Connected

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Case Management System
Electronic Records Management
Jury Management
Courthouse
Financials
Human Resources
Collaboration & Office Tools

Digital Ecosystem

Branch & Court Development
State & Local Integrations

Public & Partner Services

self-service

- Websites / Self Help Portal
- $ Payments
- Text Notifications
- Remote Records Access & Search
- Virtual Cust. Service Center
- Electronic Filing
- Remote Proceedings
- Online Dispute Resolution
- ... Branch Solutions

live-interaction

Data

🔒 Security & Infrastructure

Program Process

- Outreach for court priorities (via the Court Technology Inventory)

- Technology Committee established branch program priorities

- Courts submitted requests for funding/project proposals

- Workstream reviewed proposals, sought more information, and provided recommendations

- Technology Committee approved projects and finalized allocation recommendations in preparation for Judicial Council Meeting

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Priorities considered

Court Priorities: Cyber Security, CMS, Electronic Records Management, Courthouse, Infrastructure

Technology Committee priorities for program: Electronic Records Management, Remote Access, Infrastructure, Innovation

Majority of proposals: Electronic Records Management, Infrastructure, Remote Appearances, CMS, Courthouse

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Priorities considered (comparison)

	Court Priorities	Branch Priorities	Highest # of Proposals
ERM (including digitizing records)	X	X	X
Infrastructure *(alt fund)*	X	X	X
Remote Access/Appearances *(alt fund)*		X	X
CMS (including enhancements)	X		X
Cyber Security *(alt fund)*	X		
Courthouse	X		X

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Alt fun = alternative funding sources available

Proposals by Category

CTMF Program Category	# of Proposals
Branch & Court Developed Architecture and Solutions	4
Case Management Systems (CMS)	13
Collaboration & Office Tools	8
Courthouse	16
Cyber Internet Security	9
Data	8
Electronic Filing	1
Electronic Records Management (ERM) **(including 23 digitization projects)**	32
Financials	3

CTMF Program Category	# of Proposals
Human Resources (HR)	3
Infrastructure	22
Interactive Customer Service	8
Jury Management Systems (JMS)	4
Notifications and Reminders	2
Online Dispute Resolution (ODR)	1
Remote Appearances	20
Remote Records Access and Search	4
State and Local Integrations	4
Web Solutions	4

Grand Total of Court Proposals
166

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Total Allocation FY22-23

$12.5 million in proposed allocations to trial and appellate courts for local projects

This year's model provides funding for
+ Digitization of records projects
+ Priority 1 projects of small courts without digitization
+ Pro rata distribution for remaining needs

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Branch Workstream

- 17 members
- 13 courts
- 3 Judicial Officers
- 4 CEOs or Dpty CEOs
- 9 Court CIOs
- 1 Attorney

Hon. Kyle S. Brodie, Workstream Executive Sponsor

Hon. Amy Guerra
Judicial Officer, Fresno

Hon. John W. Lau
Judicial Officer, Kern

Ms. Stephanie Cameron
CEO, Tulare

Mr. Brian Cotta
Clerk/CEO, Fifth District COA

Ms. Michelle Duarte
CIO, Santa Cruz

Mr. AJ Guzman
CIO, Sutter

Mr. Greg Harding
CIO, Placer

Mr. Jim Lin
CIO, Inyo

Mr. Micah May
CIO, San Bernardino

Mr. David Naccarati
CIO, San Luis Obispo

Mr. Snorri Ogata
CIO, Los Angeles

Mr. Pat Patterson
Deputy CEO, Ventura

Ms. Anabel Romero
Deputy CEO, San Bernardino

Mr. Tyrone Tasker
Research Attorney, Los Angeles

Ms. Jessica Thomson
CIO, Santa Barbara

Mr. Deon Whitfield
CIO, Tulare

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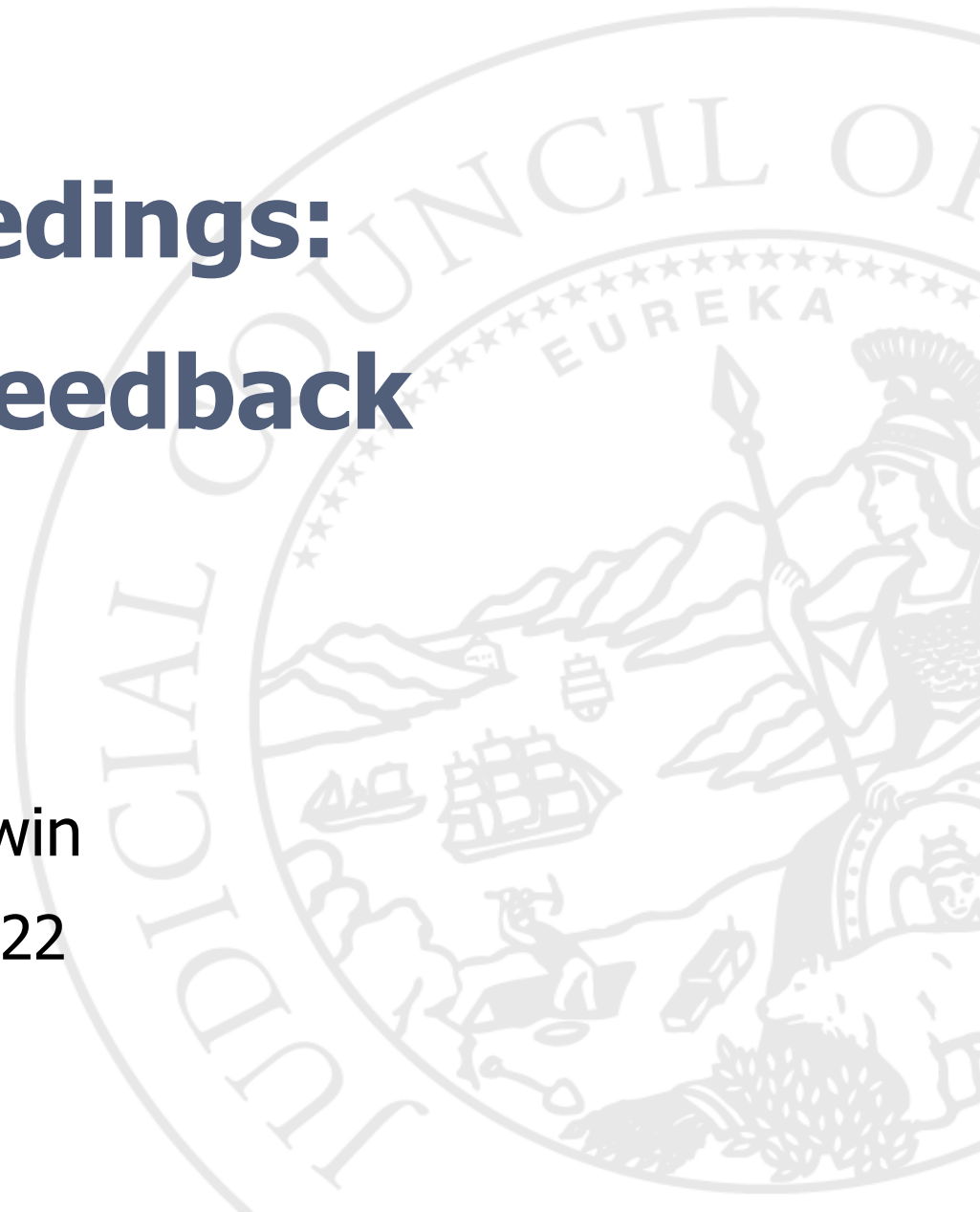
Discussion /
# Questions & Answer

CCP 367.8

(a) The Judicial Council shall, by January 1, 2023, submit a report to the Legislature and the Governor on the use of remote technology in civil actions by the trial courts. The report shall report county-specific data that includes, but is not limited to, the following:

> (1) The number of proceedings conducted with use of remote technology.
>
> (2) Technology issues affecting remote proceedings.
>
> (3) Any relevant expenditure information related to remote proceedings…
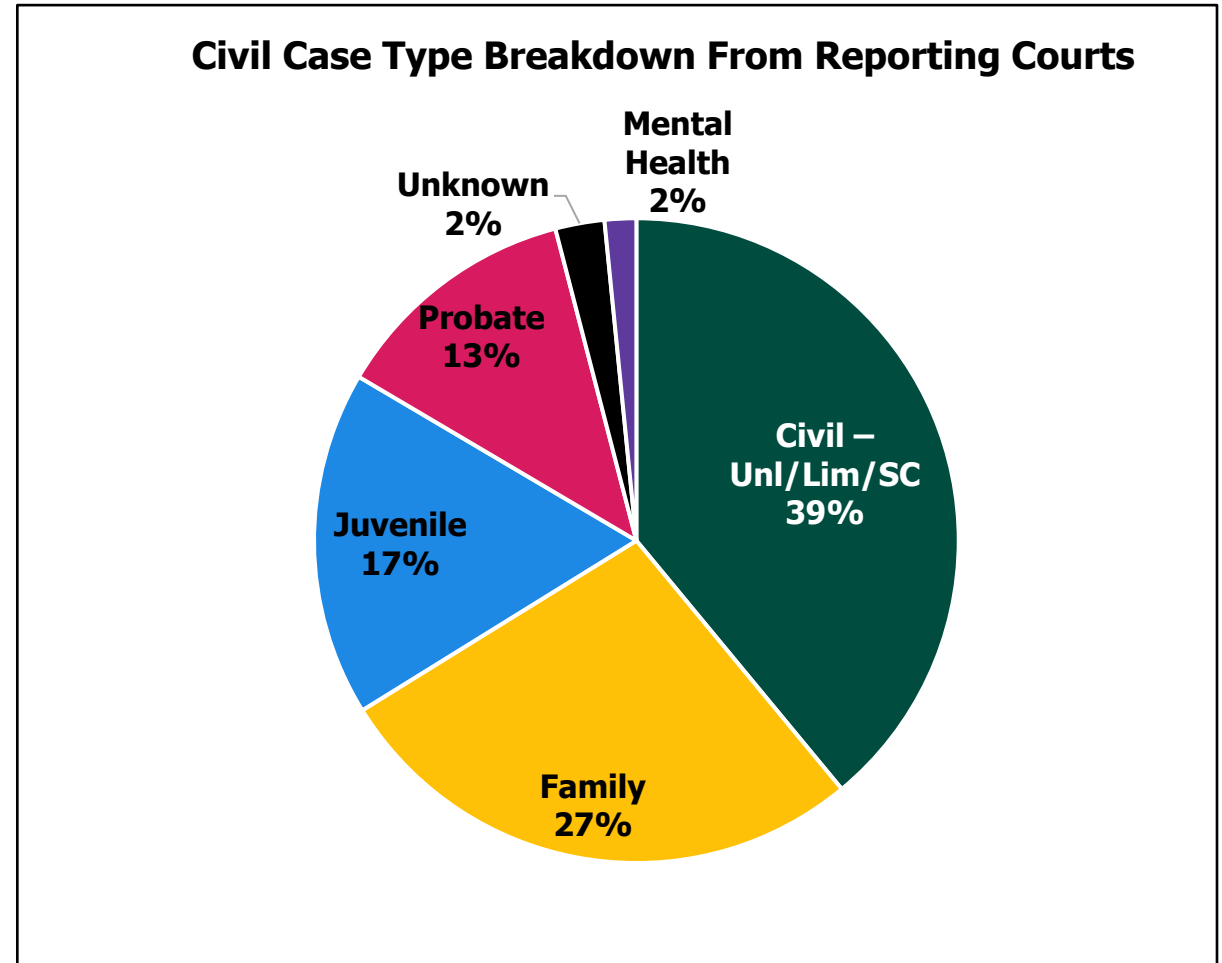
Remote Proceedings Data

- 34 courts have reported at least one month of data

- Work is ongoing to support courts in data reporting efforts

Number of Reporting Courts by Month

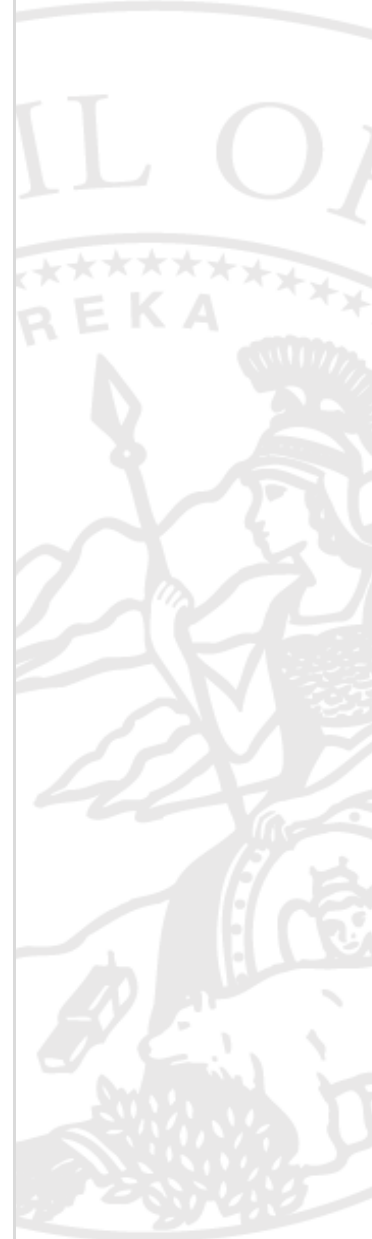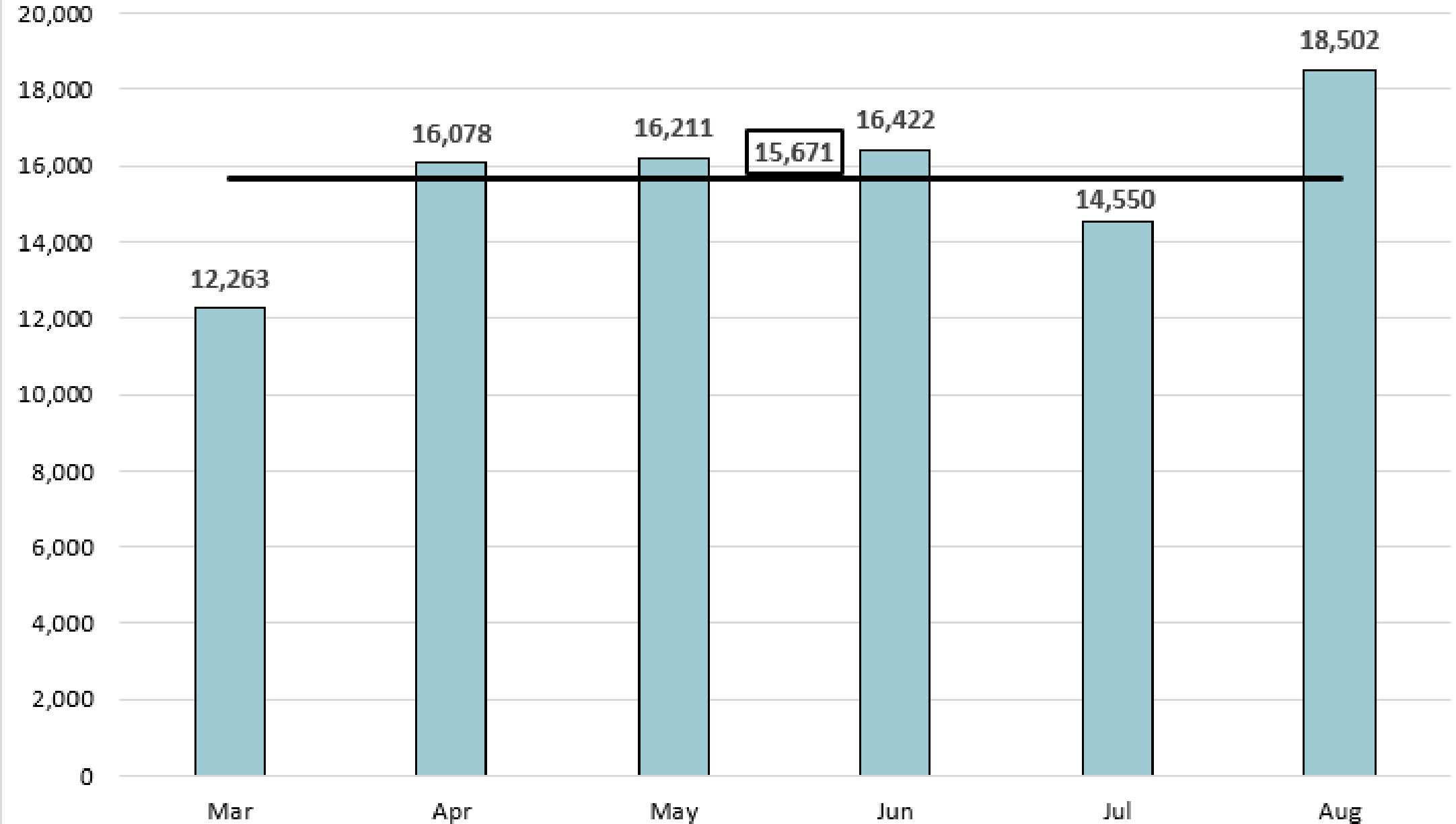| Month	Courts
Mar	30
Apr	34
May	24
Jun	23
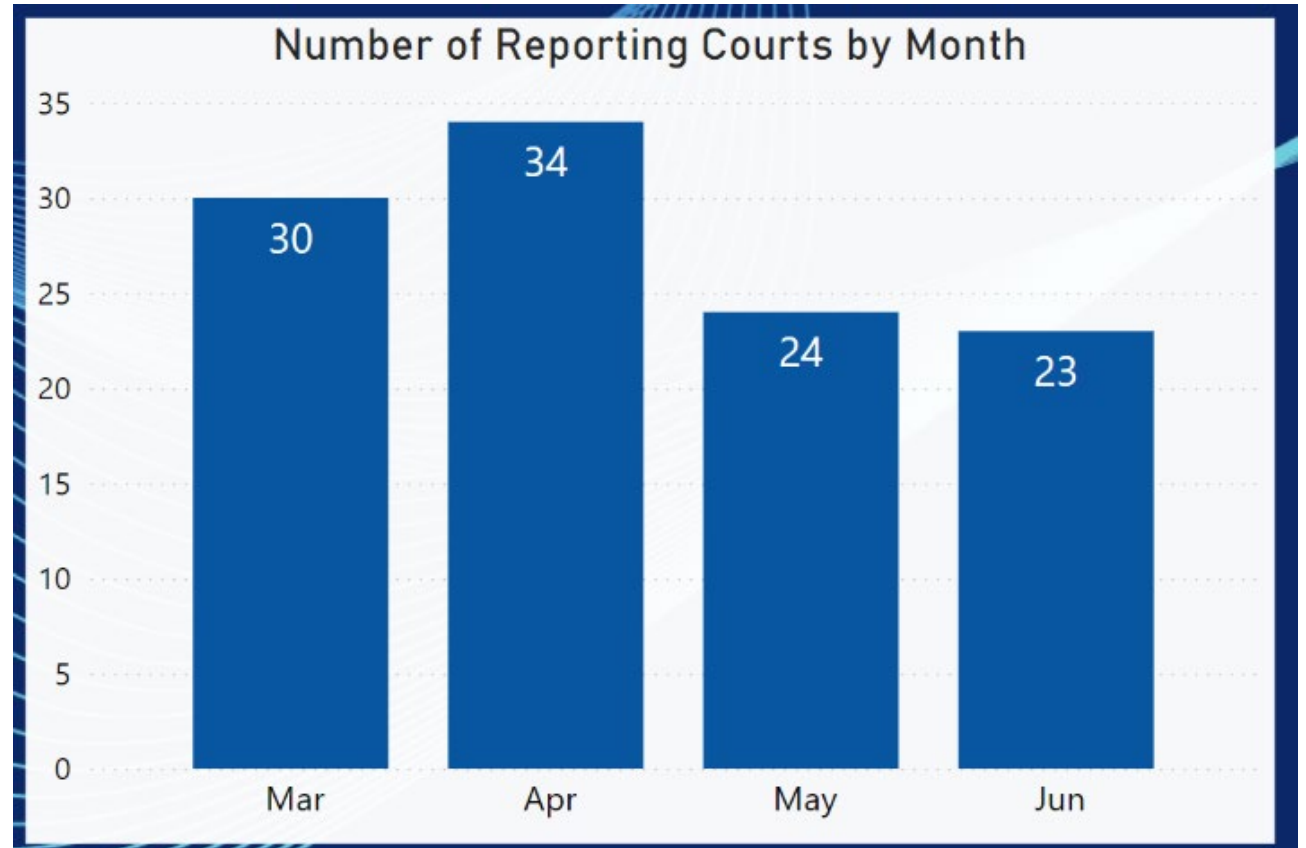
Remote Proceedings Data (cont.)

- Data received on remote proceedings are from courts that represent 74% of statewide **civil** filings

- Those courts reported 233,000 **civil** remote proceedings for March 2022–June 2022

- Proceedings occurred in all civil case types

Civil Case Type Breakdown From Reporting Courts

Mental Health 2%
Unknown 2%
Probate 13%
Juvenile 17%
Civil – Unl/Lim/SC 39%
Family 27%

Zoom Meetings per Month

Month	Meetings
Mar	12,263
Apr	16,078
May	16,211
Jun	16,422
Jul	14,550
Aug	18,502

Average: 15,671

Data Gathering – Internal User Feedback

- 22,972 responses collected from March through August

  - Good (Thumbs up): **97.6%**

  - Bad (Thumbs down): **2.4%**

- Users can provide more feedback if selecting "thumbs down"

How was your meeting experience?

Good   Bad

22,410   **562**
97.6%   2.4%

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Data Gathering – External User Feedback

- Identical Survey Monkey form used for external users (i.e., any user not a judicial branch employee)

- 3,102 responses collected from August and early September

  - Good (Thumbs up): **91.8%**

  - Bad (Thumbs down): **8.2%**

How was your meeting experience?

Good

Bad

2,849
91.8%

253
8.2%

Data Gathering – User Feedback (cont.)

External Users

1.5% reported visual issues

3.5% reported audio issues
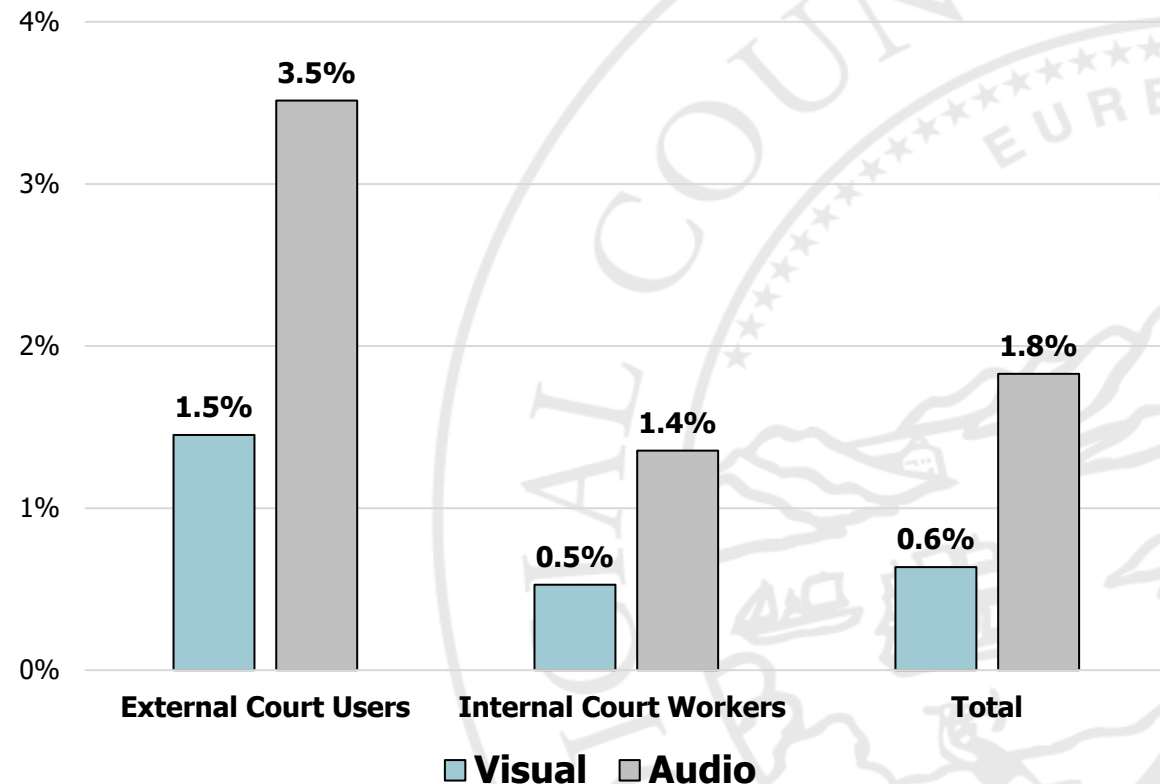
Internal Users

0.5% reported visual issues

1.4% reported audio issues

Total

0.6% reported visual issues

1.8% reported audio issues

Prevalence of Audio and Visual Technical Issues

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Data Gathering – User Feedback (cont.)

Audio and visual issues were the most common complaints. Other issues captured in an open text field include:

- Lack of platform features
- Inefficiencies in business processes
- Lack of court decorum
- Perceived bias toward in-person parties
- Insufficient information received before proceeding

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Looking Ahead:
Future plans for branch data analytics

Judicial Branch Vision for Data Analytics

To analyze, use, and share data to inform decision-making in order to enhance and expand vital and accessible services for all the people of California.
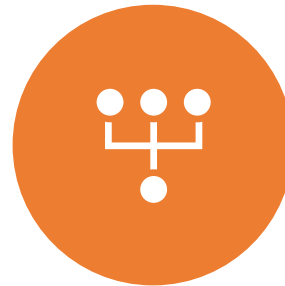
Rule 10.68. Data Analytics Advisory Committee

Make recommendations on collection, use, and sharing of judicial branch data

Inform decisionmaking, promote transparency, and improve the administration of justice

Ensuring security of nonpublic data and data sources.

Develop standards, performance measures, and report on emerging issues related to data to support branch projects and initiatives.

Data Analytics Summit
May 2022

Building a Community Around Data Analytics

- 160 attendees from 30 courts and the Judicial Council
- For practitioners wishing to build a data community and increasing use of data analytics in their courts

Data Analytics Summit
May 2022

What do you want to see in a Data Analytics Community?

81%   Information sharing amongst colleagues with similar interests and objectives

76%   Shared best practices

76%   Training on analytic and visualization tools

73%   A way to share ideas or templates for dashboards and visualizations

69%   Information about analytic and visualization tools

60%   Shared information about starting a local data analytics program

Language Access Signage and Technology Grant Program

FY 2022–23, Cycle 4

Hon. Victor A. Rodriguez

Co-Chair, Advisory Committee on Providing Access & Fairness
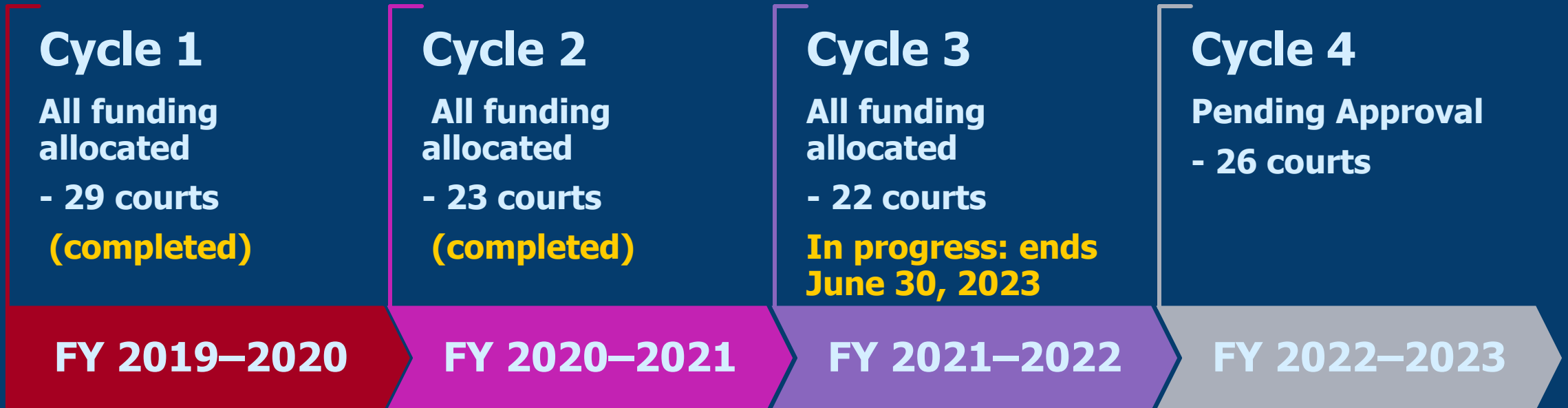
Chair, Language Access Subcommittee

Information Technology Advisory Committee Meeting

September 28, 2022

S&T Grant Cycles to Date

Cycle 1
All funding allocated

- 29 courts

(completed)

Cycle 2
All funding allocated

- 23 courts

(completed)

Cycle 3
All funding allocated

- 22 courts

In progress: ends June 30, 2023

Cycle 4
Pending Approval

- 26 courts

FY 2019–2020 **FY 2020–2021** **FY 2021–2022** **FY 2022–2023**

June 2022 Technology Related Grant Opportunities

- Signage and Technology Grant Program (S&T)

- Court Technology Modernization Funding Program (CTMF)

- Jury Management Grant (JMG)

- Model Self-Help Grant (MSH)

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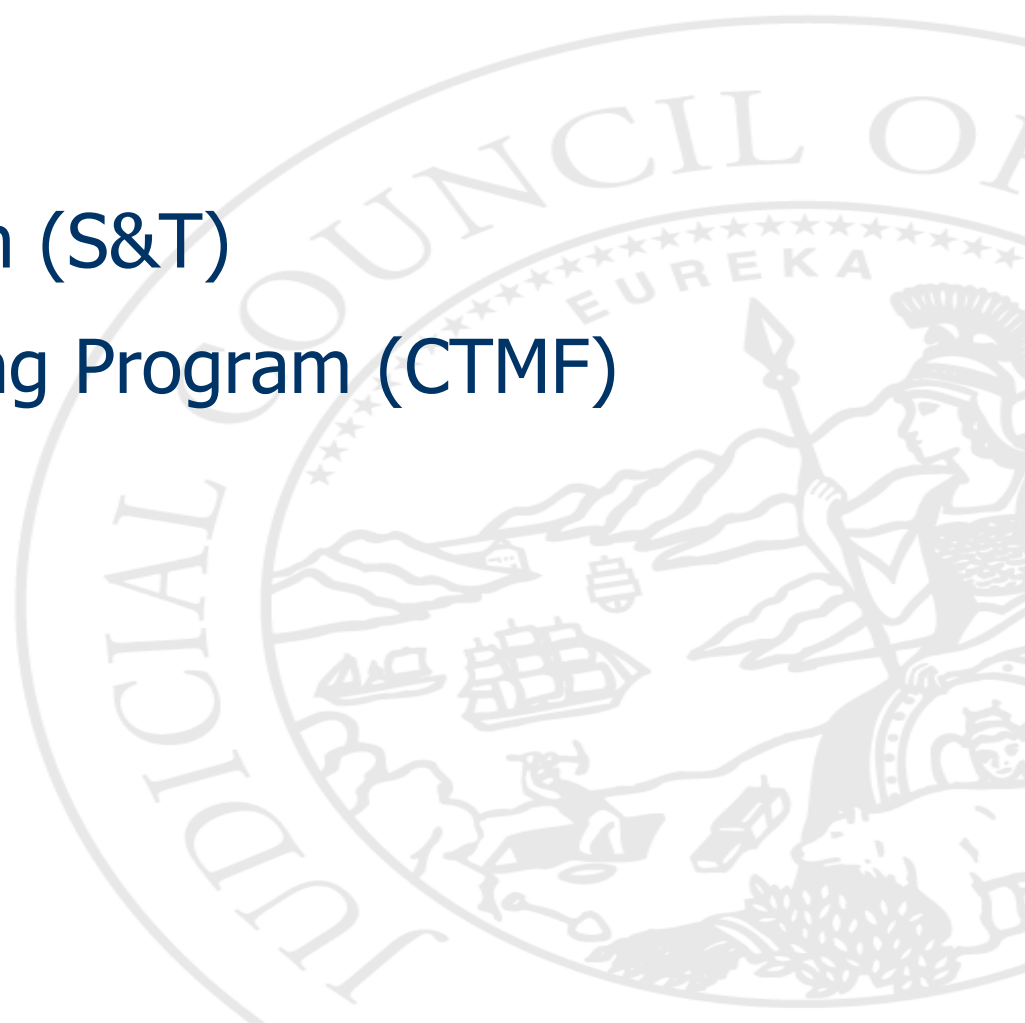
S&T Cycle 4 Application Process

Joint application with CTMF, JMG, MSH, and S&T grants on one single platform

Collaboration with IT Staff to ensure no duplicate funding for same project

Funding available in both S&T categories to support related court projects that applied under CTMF and MSH grants

19 courts applied under S&T grants and 7 additional courts applied under other grant programs for related projects

Staff confirmed with courts that related projects would benefit limited English proficient (LEP) court users

S&T Cycle 4 Requests and Recommendations for Signage

Signage ($1M funding)

- 10 courts applied

- Available funding allows support for 2 related CTMF projects and 3 related MSH projects that will benefit LEP court users

- Report also recommends $393,134 remainder in signage go towards 2 related technology projects that requested funding under CTMF that will also benefit LEP court users

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S&T Cycle 4 Requests and Recommendations for Technology

Technology ($1.35M funding)

- 14 courts applied

- Available funding allows support for 4 related CTMF projects and 1 MSH related project that will benefit LEP court users

- No remaining balance for contingency as all the $1.35M technology funding will be allocated

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Court Highlights

Cycles 1 and 2 Completed Projects

"The expected project outcome and desired benefits included improved services for LEP court users. Through enhanced signage, users can more easily navigate through the courthouse and identify areas of assistance provided in their language."

Butte Superior Court
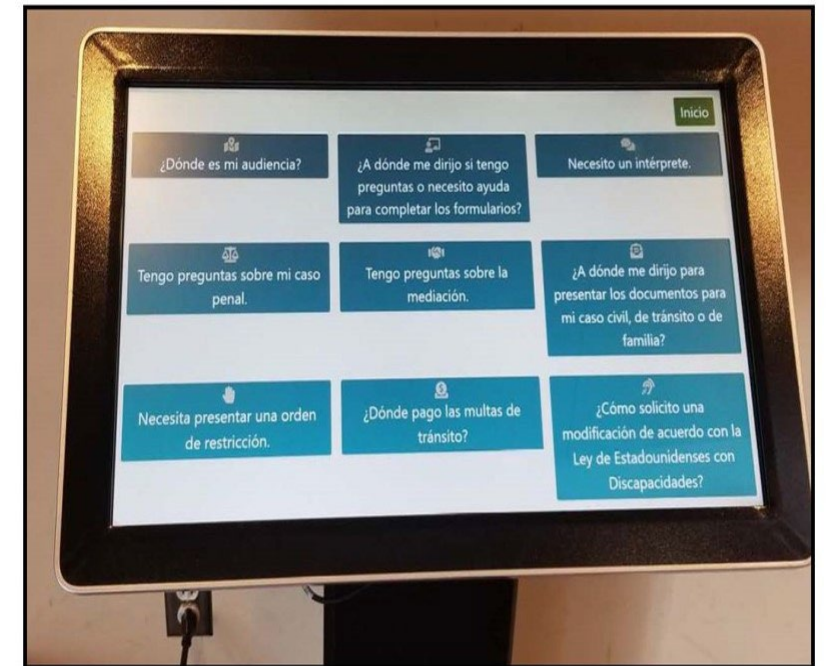
Digi Wave Interpreter Translation System [Side-by-Side, Pre-Covid]

Digi Wave Interpreter Translation System [Socially Distanced]

"The new 2-way communication units purchased with the grant have allowed interpreters to serve more LEP court users while maintaining a safe distance while offering a full capability of hearing the interpretation without any loss of quality."

Kings Superior Court

MERCED SUPERIOR COURT
ARTICULOS PROHIBIDOS

Before

No Overhead Signage

The Only Identifying Signage

After

SELF-HELP CENTER
CENTRO DE AYUDA

Before

After

Interpreter Equipment
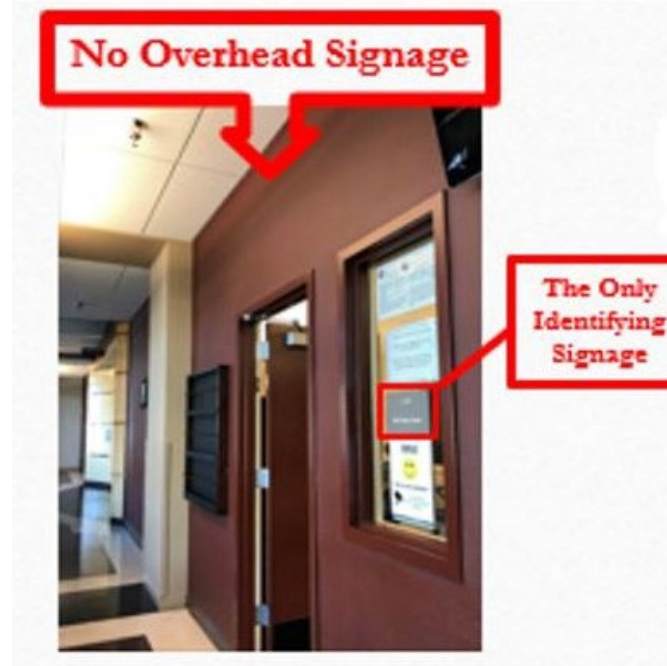
"With the new signage, court security reports that they have observed LEP court users review the new electronic sign and discard prohibited items before approaching security. For the first time, Spanish LEP users have the same information as the English users." **Merced Superior Court**

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"Through the use of Video Remote Interpreting (VRI), our court has achieved the ability to have broader access to qualified interpreters especially in languages of lesser diffusion. The Technology grant has given us the ability to expand VRI into all of our courtrooms, increase the access to qualified interpreters, and in some cases reduce interpreter cost."

Solano Superior Court

Recommendations

- **Approve the proposed S&T allocations for Cycle 4 (26 courts awarded)**

- **Direct program staff to draft and execute contracts with awarded courts**

- **Approve remaining $393,134 in signage funding for two related technology projects**

Virtual Customer Service Center Program

Presentation Objectives

- About the Virtual Customer Service Center (VCSC) Program
- Demonstration of the Chat Services
- Program Accomplishments
- Behind-the-Scenes and Demonstration
- Program Roadmap
- Q&A

Mission

The Use of Intelligent Chat in California Courts

To improve public access to justice and to better serve current and future generations, the branch uses intelligent chat technology to provide information and self-help services.

Vision

Enabling and providing access to court resources through the use of chat technology.

Background

- Started with Futures Commission directive
- ITAC Workstream recommended pilot programs
- Used Court Technology Modernization Funding to build, pilot, and productize
- Piloting **Chatbot** and **Live Chat** on the branch website

Program Scope

- Chat technology on branch Self-Help website and extension to interested court's website

Technology Scope
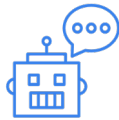
Answer Bot

- Intent match
- Contextual understanding
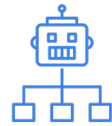
Conversational Bot

- Conversation Tree
- Related & Recommended questions

Live Chat Integration

- Real-time interaction between website user to an agent
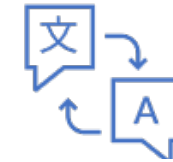
Language Support

- Support Additional languages

Product Benefits

24/7 Interactive Assistance

Serves Remote Public

Automatically answers common questions

Increases court's efficiency by saving time

Low cost and High Impact

Chat Features
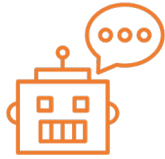
Chatbot 24/7 Accessible

Live Chat with an Expert

Mobile Friendly
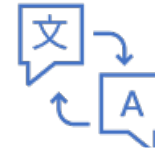
Multiple languages

Type in a Question

Most Popular Questions

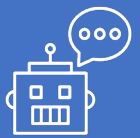All Questions

Related & Recommended Questions

Chat Transcript

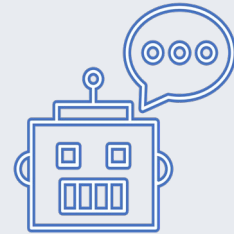Feedback

Chatbot & Live Chat Demo

▶ [See Virtual Customer Service in action! (video)](#)

Accomplishments

Released - Name Change, Small Claims and Family Law

Chats Started
48,600

Chatbot

Questions
68,000

Answered
71%

Live Chat
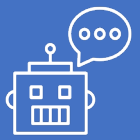
Opportunities
11,300

Initiated
4,300

3.8 stars
Since March 2021

4.2 stars
Aug-Sept 2022

Behind-the-Scenes
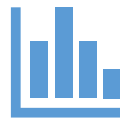
Portal Features

Admin Portal

Manage Chatbot Content

Manage Chatbot Operations

Dashboard

Reporting

Live Chat

Agent interface to Live chat
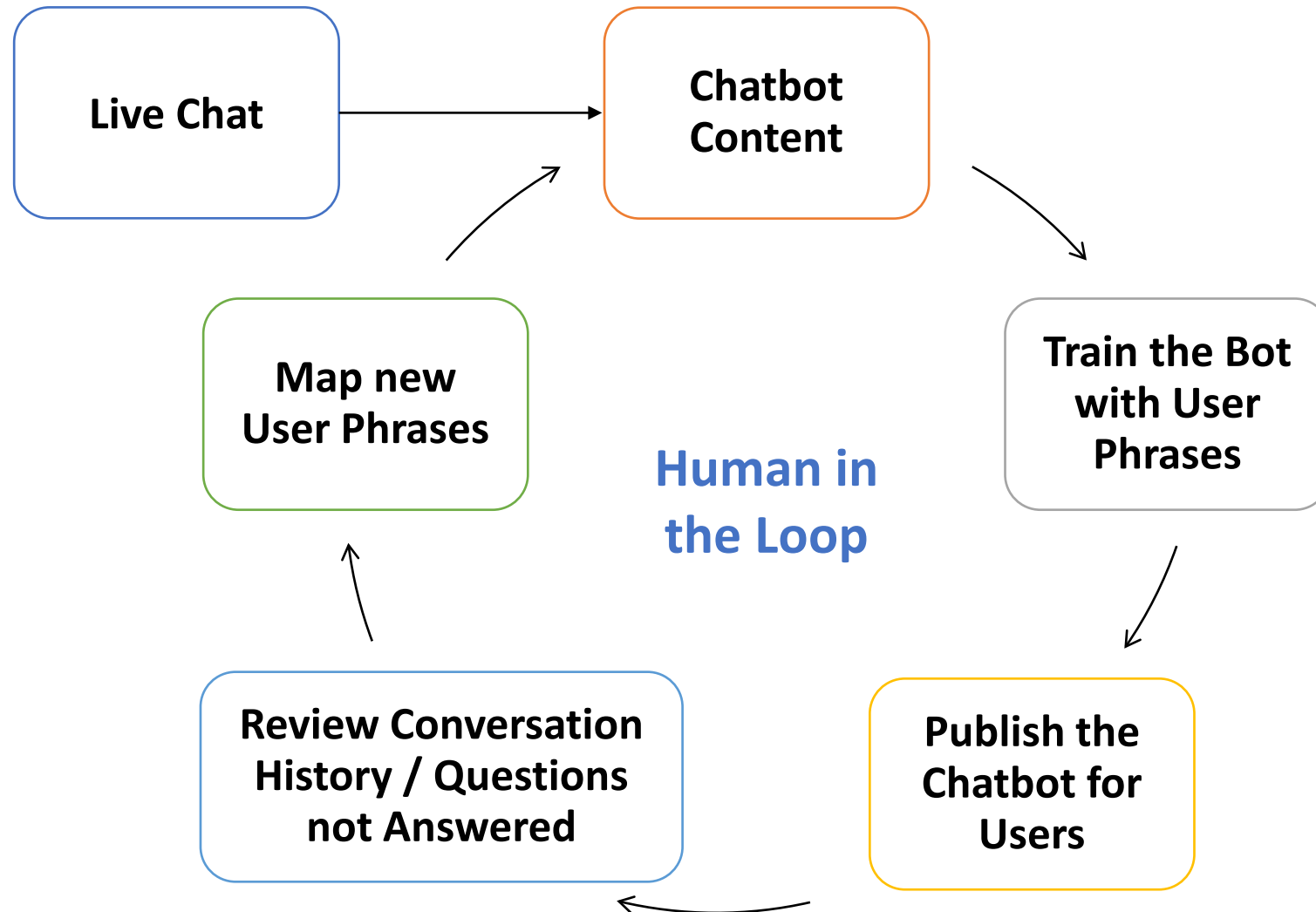
Group based Auto-Assignment
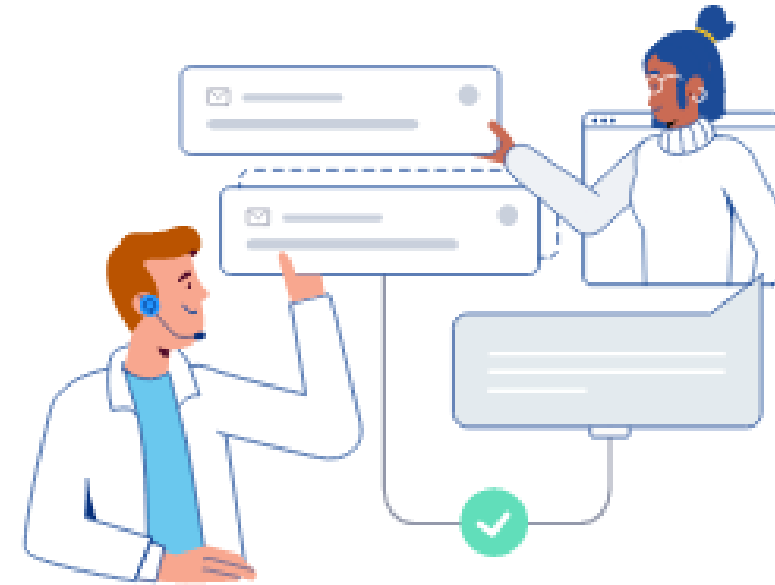
Simultaneous chat

Queue Visibility

Chat History

11

Chatbot Monitor & Improve

Live Chat → Chatbot Content → Train the Bot with User Phrases → Publish the Chatbot for Users → Review Conversation History / Questions not Answered → Map new User Phrases → Chatbot Content

Human in the Loop

Admin & Live Chat Portal Demo

▶ See Virtual Customer Service Admin Portal in action! (video)

Program Roadmap

Released	In Progress	Next
Chatbot -> Live Chat	Spanish Language	Adoption by 5-10 courts
Name Change	Eviction	Traffic
Small Claims	Fee Waiver	Ability to Pay
Family Law		

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Thank you!

Questions?