

IT Modernization Funding Program Success Story: Court Website Refresh

September 28, 2023



Purpose Statement

Create and manage accessible, reliable, and consistent websites throughout California Courts

Promote a distributed, easy-to-use, secure platform for courts to improve and expand their online access and services.

Advance Digital Courts and enhance the delivery of online services to customers and constituents.

Modern, easy to use templates.

Promote equal access to Digital Services.

Guiding Principles

Design	Usability	Search Engine Optimization	Content
<ul style="list-style-type: none">✓ User Experience✓ Modern Interface✓ Fonts & Colors✓ Consistent Look & Feel	<ul style="list-style-type: none">➤ Technology & Platform➤ Readability & Flow➤ Breadcrumbs	<ul style="list-style-type: none">➤ Title Tags➤ URL Structure➤ Categories➤ Internal Pages & Links	<ul style="list-style-type: none">➤ Responsive web design➤ Accessibility➤ Pages & Categories➤ Hierarchy & Taxonomy

Using IT Modernization Funds

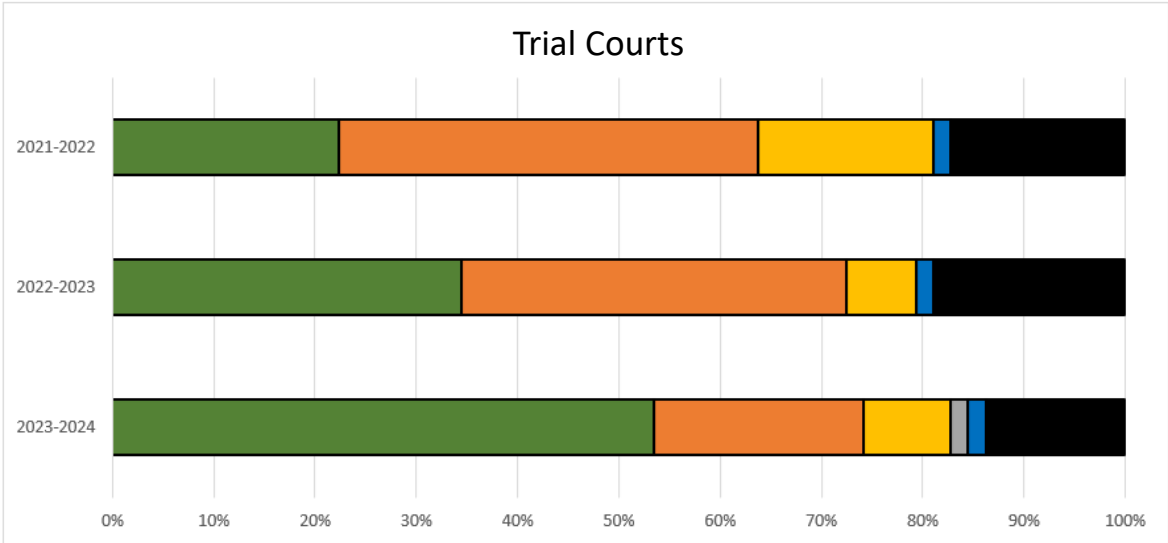
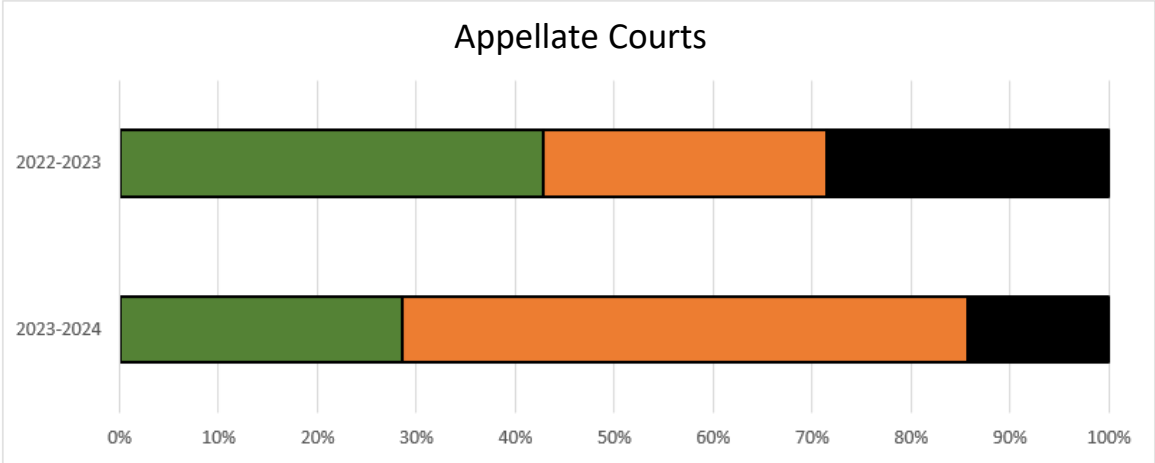
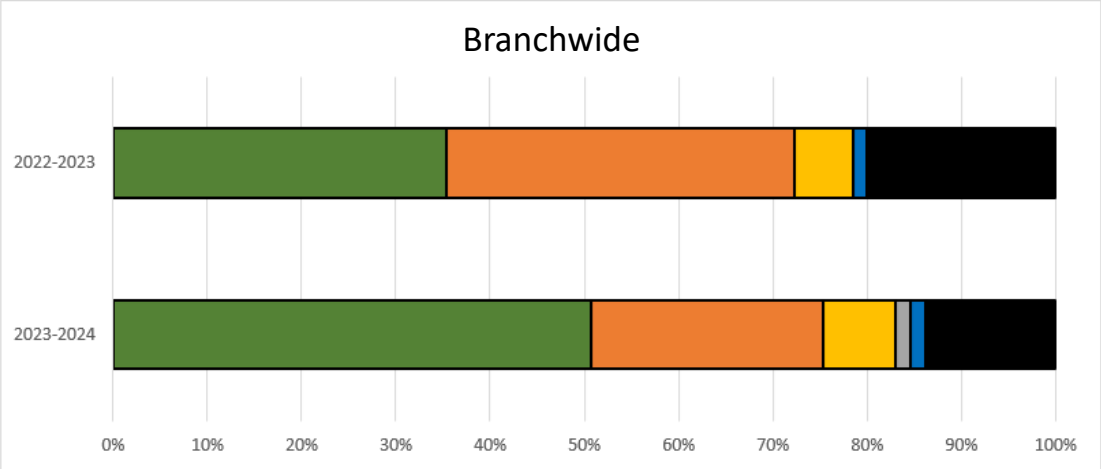
40 Trial Courts launched, two courts in progress



Supreme Court, Newsroom, Self-Help sites completed

Language Access in a soft-launch phase

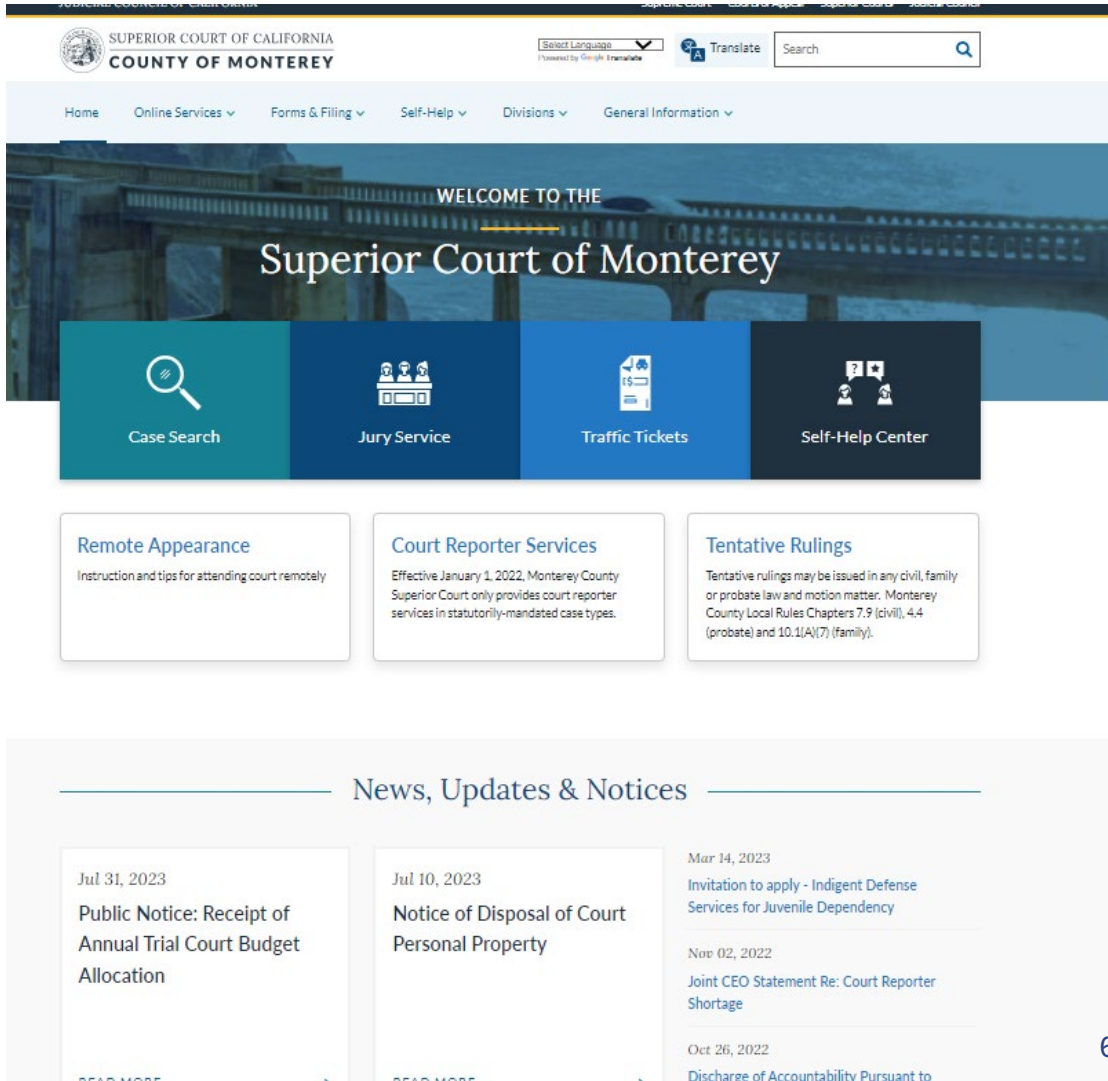
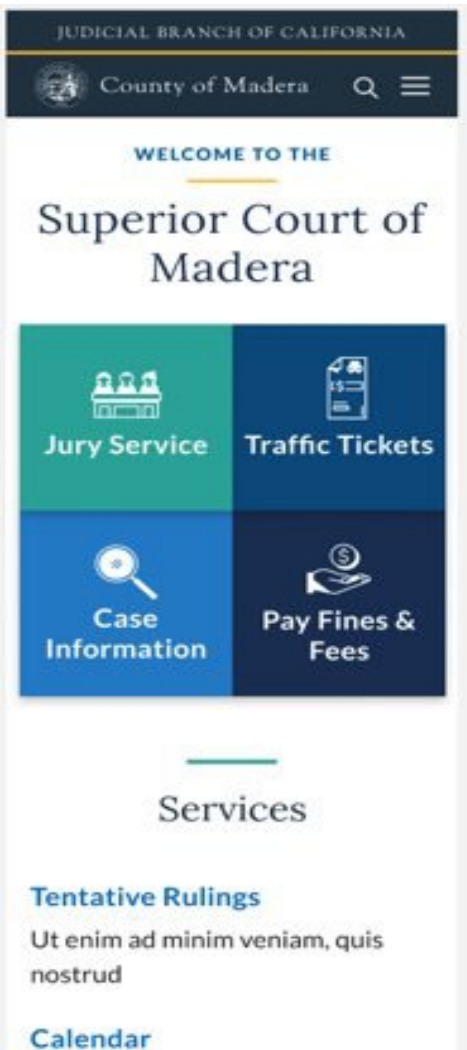
Better user experience with consistency across websites encouraging predictable interactions.

Progress Report



	Fully implemented
	Started implementation
	Not started
	No solutions needed
	Undecided
	No response

Trial Courts



Trial Courts

Alameda

Alpine

Butte

Calaveras

Colusa

Del Norte

El Dorado

Fresno

Glenn

Humboldt

Imperial

Inyo

Kern

Kings

Lake

Lassen

Madera

Mariposa

Mendocino

Merced

Modoc

Mono

Monterey

Napa

Nevada

San Benito

San Francisco

San Luis

Obispo

San Mateo

Santa Barbara

Santa Cruz

Sierra

Siskiyou

Sonoma

Stanislaus

Sutter

Tehama

Trinity

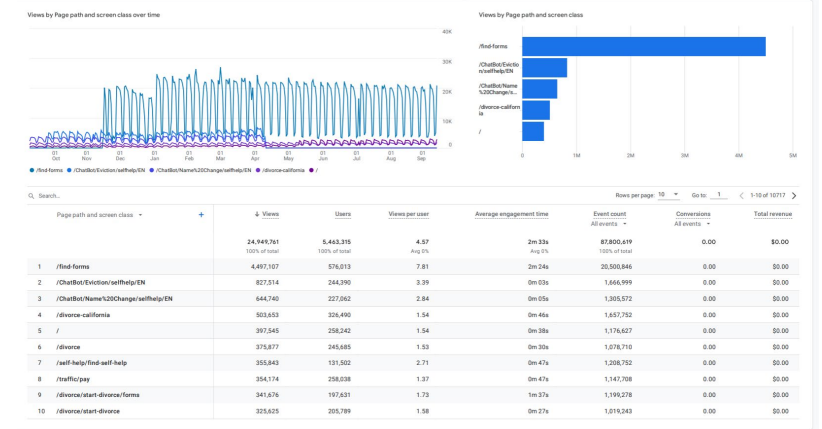
Tulare

Tuolumne

Yuba

Self Help Guide

- ✓ Self-Help Launch finalized in 2022 with the main self-help pages on courts.ca.gov redirected to the new site.
- ✓ 80% of the self-help guide content was translated into Spanish, including Civil Appeals, Parentage, Restraining Orders, and Court Basics.
- ✓ The Self-Help Site attracted more than five million visitors between September 2022 and 2023.
- ✓ Step-by-step instructions for various case types.
- ✓ The thumbs-up or down icon allows the user to provide feedback



Ongoing Collaboration

Training for end users and stakeholders



Release Notes, Best Practices, Accessibility Guidelines, Brand & Visual Design



Trial Court Steering Committee



Continuous Improvement by testing the high volume needs and revising based on findings.

Next Steps

Redirect
Language Access
Resources to the
New Site

6 District Court
of Appeals in
Progress

courts.ca.gov
migration to be
completed July
2024

Questions & Discussion

Thank you!





IT Modernization Funding Program Success Story: Digitization of Court Records

September 28, 2023

Digitization of Court Records – Phase 1



In 2019, the Judicial Council received \$5.6 million in General Fund to conduct Phase 1 to digitize mandatory court records.



Objective: digitize records giving the greatest operational impact for the courts.



\$5.45 distributed to 8 courts.

Courts Receiving DCR - Phase 1 for Digitizing Court Records	DCR - Phase 1 Funding	Estimated Linear Feet	Total Digitized Pages
5DCA	\$ 600,000	3482	16,000,000
Alameda	\$ 396,882	2435	1,100,000
Madera	\$ 938,229	5756	2,056,074
Placer	\$ 938,229	5756	6,557,895
San Luis Obispo	\$ 396,882	2435	18,770,000
San Mateo	\$ 938,229	5756	9,800,000
Santa Clara	\$ 396,882	2435	7,900,000
Sutter	\$ 846,666	5194	7,600,000
Total	\$ 5,451,999	33249	69,783,969

Six of eight courts completed the pilot efforts with a combined total of digitizing over **69.7 million pages.**

Digitizing Court Records – Phase I Successes

5DCA – Off-site storage was reduced by approximately 75% and gained a cost savings of \$20,000 annually.

Placer – Public gained 23 hours a day of availability of records through the Courts Portal reducing the publics need to come to the court.

Sutter – Scanned over 2800 boxes of records.

Digitizing Court Records – Phase I Successes

Court staff and judicial officers gained internal efficiencies and expanded access to digital records for active and archived case records.

Courts realized cost savings with future cost savings expected due to reduced physical storage needs.

Digital records have resiliency, increased access, and reduced costs and time for court customers.

Ongoing IT Modernization Efforts

Starting in FY 20/21, the JCIT received ongoing IT Modernization funding to support various Information Technology and Modernization efforts.

Since 20/21 – the JCIT allocated nearly \$7.4 Million to digitizing court records.

FY 20/21 Disbursement	FY 21/22 Disbursement	FY 22/23 Disbursement	Total Disbursements	Total Expended
\$2,326,034	\$1,644,596	\$3,420,112	\$7,390,742	\$7,082,512

Ongoing IT Modernization Efforts

A total of 43 Courts and 1 DCA received IT Modernization Funding for Electronic Records Management.

Combined projects have digitized the equivalence of 43,451 Linear Feet by digitizing a reported 78,211,789 pages/images.

Visual Results of our Success



Contra Costa's Empty Shelves!



JCC & Court Collaboration



Digitizing Court Records User Group



Vendor demonstrations to incorporate document management into their Case Management Systems



SharePoint Site that includes:

Discussion Boards
User Group Recordings
Trial Court Records Manual

Future Efforts and Next Steps

- Conduct a Statewide Survey to determine Courts use of Electronic Records.
- Focus on the Tactical Plan
 - Expand use of Electronic Records
 - Integration to Case Management Systems
- Continue to Develop Best Practices and Lessons Learned



Questions and Discussion

Thank you!

IT Modernization Funding Program Branchwide Programs FY 23-24

September 28, 2023



Overview of IT Modernization Funding Program

Budget Act of 2022 appropriated funding for judicial branch technology modernization, including:

- 1. Direct Trial Court Resource Annual Allocation:**
\$4.175m direct allocation to trial courts (by cluster size) for IT modernization efforts
- 2. Projects Annual Allocation:**
\$12.5m budgeted and allocated to courts for projects
- 3. Branchwide Annual Programs:**
\$8m allocated to the Judicial Council for branchwide modernization initiatives

Remaining funding from the Budget Act supports appellate court staffing and the branch Information Security Office.

Branchwide Initiatives Update

- Funding supports 14 projects with branchwide benefits
- Initiatives are led by Judicial Council IT office and align to strategic goals
- Efforts are in various stages of development, pilot, and expansion

Branchwide Programs FY 23-24

Branchwide Programs/Projects	Planned Budget Allocations
Access to Tyler Press Review Tool (PRT)	\$108,000
Implementation of ADP Customizations-Assigned Judges Payment	\$160,000
Judicial Branch Information System/ District Court Appointed Counsel Payment System / Supreme Court Appointed Counsel Payment System/ Uniform Civil Fees System, Modernization Analysis	\$500,000
Court Website Migrations and Hosting	\$1,679,340
Zoom Licensing	\$350,000
<i>Digital Services:</i> Virtual Customer Service Center (VCSC) Voice to Text Translator (VTT) SharePoint	\$1,888,368
Adobe Licensing and Forms Development	\$700,000
<i>Automated Messaging and Notification Services (AMNS):</i> CourtNotify Hearing Reminder Service (HRS)	\$459,938
Electronic Court and Reporter Transcripts (e-CART) Phase 3	\$530,703
Appellate Court Budget Augmentation for JCIT Services	\$447,680
Talend Data Integration for Data Analytics and JBSIS	\$175,000
IT Modernization Funding Program Contingency Resources	\$1,000,000
Total	\$7,999,029

Questions & Discussion

Thank you!

Information Technology Advisory Committee

2024 Annual Agenda Discussion

September 28, 2023

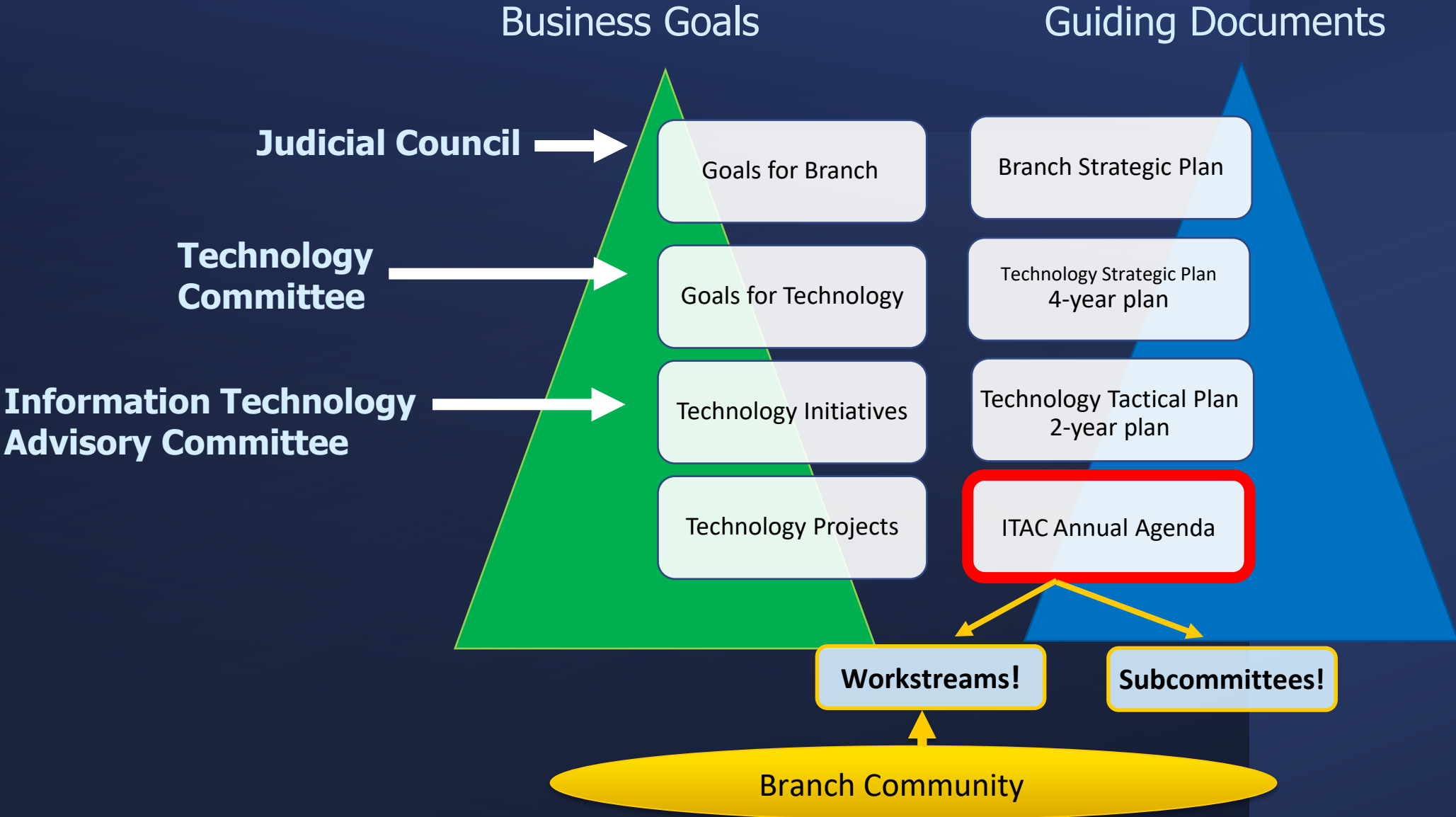


Branch Vision for Technology

Through collaboration, innovation, and initiative at a branchwide and local level, the judicial branch adopts and **uses technology to improve access to justice** and provide a broader range and higher quality of services to litigants, attorneys, justice partners, and the public.

Judicial Branch Strategic Plan for Technology

Governance



Strategic Plan Goals

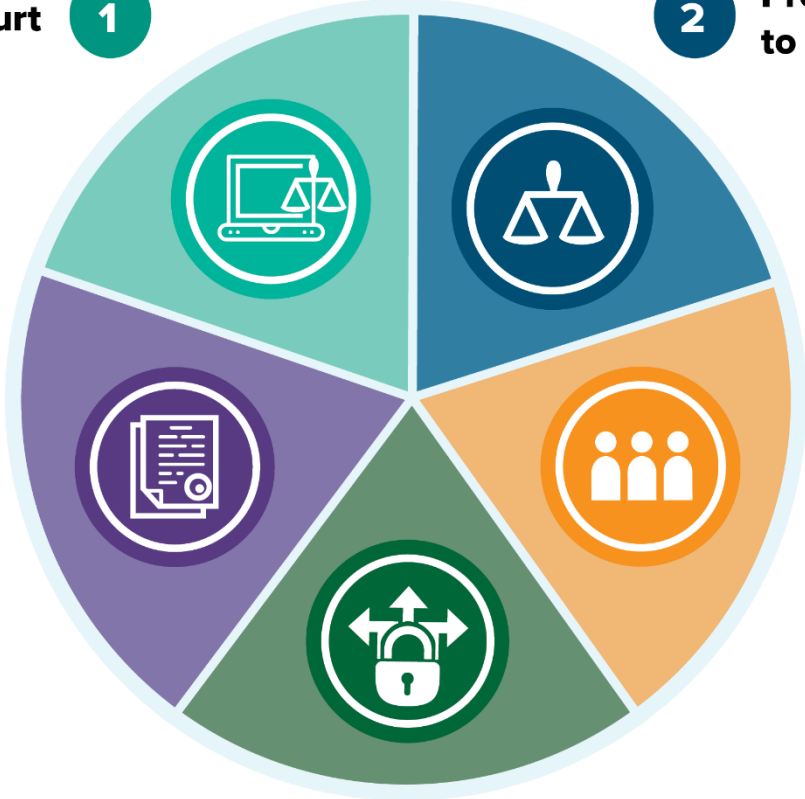
1 Advance the Digital Court

2 Promote Equal Access to Digital Services

3 Innovate Through Community

4 Advance IT Security and Infrastructure

5 Advocate for Rule and Legislative Changes



Tactical Plan 2023-24



Foundational Systems

Courts require foundational systems that enable judicial officers, court operations, and administrative units to effectively perform their work.

- Case Management System Modernization and Improvement (1)¹
- Expanded Use of Electronic Records (1, 2)
- Enterprise Resource Management (1)



Shared Solutions

Reusable integration frameworks allow courts to create efficiencies between state and local partners and share common digital services across courts.

- Shared Integrations (1, 2, 3)



Public and Partner Services

Courts strive to meet the needs of the public and partners in the justice system using enhanced digital solutions that accommodate language access needs.

- Enhanced Self-Help Services (1, 2)
- Electronic Evidence Management (1, 2)
- Remote Appearances (1, 2, 5)
- Language Access Technology (1, 2)



Security & Infrastructure

A modern, secure, and highly available technical infrastructure is needed for courts to provide access to internally and externally facing applications.

- Network Infrastructure (4)
- Disaster Recovery and Business Continuity (4)
- Modern Hosting Solutions (4)
- Identity Management (4)
- Branchwide Information Security (4)



Data & Governance

Continual evaluation of rules and laws, along with the use of data analytics, helps identify opportunities to improve service delivery and remove barriers to access.

- Modernize Rules and Legislation (5)
- Data Analytics: Governance and Sharing (1, 3)

About ITAC's Annual Agenda



Outlines & authorizes ITAC's work for the year
(JCTC approves and monitors)



Derived from branch *Strategic and Tactical Plans* for Technology;
as well as identified emerging needs



Each **workstream or subcommittee** has an ITAC Executive Sponsor or
Chair to help define the effort and is responsible for completion



Annual agenda **may be amended** during the year, if needed

Current ITAC Annual Agenda

Workstreams

- ✔ Statewide E-Filing Program Review & Evaluation
- ✔ Tactical Plan for Technology Update for 2023-2024
- ✔ IT Modernization Program for FY 2023-24
 - Advancing the Hybrid Courtroom – report drafted for comment
 - Electronic Evidence – report expected by end of year

Subcommittees

- ✔ Rules & Policy Subcommittee
- ✔ Joint Information Security Subcommittee

2024 Annual Agenda Planning

Carryover

- IT Modernization Program for FY 2024-25 – re-initiate
- Tactical Plan For Technology Update for CY 2025-26 – new

Standing subcommittees

- Rules & Policy Subcommittee
- Joint Information Security Subcommittee

Other ideas?