NEXT GENERATION HOSTING JUDICIAL BRANCH RECOMMENDATIONS

Hours of Operation

Data center operations and availability is 24 hours a day, 7 days a week.

Service level definitions

Critical: damage or disruption to a service that would stop court operations, public access or timely delivery of justice, with no viable work-around.
High: damage or disruption to a service that would hinder court operations, public access or timely delivery of justice. A work-around is available, but may not be viable.
Medium/Moderate: damage or disruption to a specific service that would impact a group of users, but has a viable work-around.
Basic: damage or disruption to a specific service that would not impact court operations, public access or timely delivery of justice and a viable work-around is available.

Production service level agreement times

SLA Type	SLA Criteria	Local Data Center	Cloud
Critical	Max Time Recovery	4 hours	1 hours
Critical	Max Data Loss	1 hour	5 minutes
High	Max Time Recovery	6 hours	2 hours
High	Max Data Loss	1 hour	30 minutes
Moderate	Max Time Recovery	24 hours	24 hours
Moderate	Max Data Loss	1 Business day	1 Business day
Basic	Max Time Recovery	48 hours	48 hours
Basic	Max Data Loss	N/A	N/A

Inventory Assets with Services Level and viable solution

Requirement	Service Level	Applicable Solution		
		Local	Private Data Center	Cloud
Infrastructure				
Internet	Critical			✓
Networking (switches/routers, Firewalls), Virtual, Wireless, WAN, LAN, Middleware)	Critical	✓		✓
Servers (local, virtual, File, Print)	Critical	✓		✓
Security Device- ATT Monitoring-Internal/IDS	Critical	✓		✓
Virus protection	Critical	✓		✓
Storage	Critical	✓		✓
Active Directory/DNS/DHCP	Critical	✓		✓
Middleware	High	✓		✓
Back-up Appliance	High	✓		✓
Desktops (Local, virtual, thin client)	High	✓		✓
Load Balancers	High	✓		✓
Proxy's	High	✓		✓
UPS/Generator/ Power	High	✓		
Data center Cooling	High	✓		
Statewide Security Access parameters (All workstreams)	High	✓		✓
System Monitoring/Solarwinds	High	✓		✓
Spam filter	Moderate			✓
Public Information Kiosks / Electronic signs	Moderate	✓		
Queueing system- Qmatic/Qflow	Moderate			✓
Facilities automation	Moderate			✓
Physical Monitoring-Temperature	Moderate			✓
Helpdesk- IT Systems	Moderate			✓

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

Requirement	Service Level	Applicable Solution		
		Local	Private Data Center	Cloud
Applications				
E-Mail/SMTP	High			✓
MS Office	High	✓		✓
Payroll Systems- Policy/Union	Moderate			✓
Lexis Nexis	Moderate			✓
West Law	Moderate			✓
Jury Instructions	Moderate	✓		✓
Adobe (Acrobat)	Moderate			✓
X-spouse	Moderate			✓
Judicial workbench (CMS Component)	Moderate			✓
SAP/Financial	Moderate			✓
Mobile device management	Moderate			✓
Real-time court reporting	Moderate	✓		
HR Systems (Non-SAP)	Moderate			✓
Electronic Evidence (Policy)	Moderate	✓		✓
CAFM	Basic			✓
Web browser (Internet Explorer/Chrome)	Basic			✓
Locally developed applications**	Court discretion	✓		✓

Roadmap Pricing Matrix (will be finalized with Phase 2):

Requirement	Service Level	Cloud Solution			
		X-Large /Branch	Large	Medium	Small
Infrastructure					
Internet	Critical	✓			$$
Networking (switches/routers, Firewalls), Virtual, Wireless, WAN, LAN, Middleware)	Critical	✓			
Servers (local, virtual, File, Print)	Critical	✓			$
Security Device- ATT Monitoring-Internal/IDS	Critical	✓			$$
Virus protection	Critical	✓			
Storage	Critical	✓			
Active Directory/DNS/DHCP	Critical	✓	$$	$$	
Middleware	High	✓			
Back-up Appliance	High	✓	$		
Desktops (Local, virtual, thin client)	High	✓			
Load Balancers	High	✓			
Proxy's	High	✓			
UPS/Generator/ Power	High				
Data center Cooling	High				
Statewide Security Access parameters (All workstreams)	High	✓			
System Monitoring/Solarwinds	High	✓	$	$$	$
Spam filter	Moderate	✓	$		
Public Information Kiosks / Electronic signs	Moderate				
Queueing system- Qmatic/Qflow	Moderate	✓			
Facilities automation	Moderate	✓			
Physical Monitoring-Temperature	Moderate	✓			
Helpdesk- IT Systems	Moderate	✓			

Extra Large /Branch	$$$	$1,000,000-$5,000,000	**Medium Court:**	$$$	$150,000-$250,000
	$$	$200,000-$999,999		$$	$50,000-$150,000
	$	$15,000-$199,999		$	$5,000-$50,000
Large Court:	$$$	$250,000-$500,000	**Small Court:**	$$$	$30,000-$60,000
	$$	$xxxxxx.xx-$xxxxx		$$	$10,000-$30,000
	$	$xxxxxx.xx-$xxxxx		$	$1,000-$10,000

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

Extra Large /Branch			**Medium Court:**		
	$$$	$1,000,000-$5,000,000		$$$	$150,000-$250,000
	$$	$200,000-$999,999		$$	$50,000-$150,000
	$	$15,000-$199,999		$	$5,000-$50,000
			Small Court:		
Large Court:	$$$	$250,000-$500,000		$$$	$30,000-$60,000
	$$	$xxxxxx.xx-$xxxxx		$$	$10,000-$30,000
	$	$xxxxxx.xx-$xxxxx		$	$1,000-$10,000

Requirement	Service Level		Cloud			
			X-Large /Branch	Large	Medium	Small
Applications						
E-Mail/SMTP	High	✓	$$ O365	$$$ O365	$ Email	$$ O365
MS Office	High	✓				
Payroll Systems- Policy/Union	Moderate	✓				$
Lexis Nexis	Moderate	✓				$
West Law	Moderate	✓				$
Jury Instructions	Moderate	✓				
Adobe (Acrobat)	Moderate	✓				
X-spouse	Moderate	✓				
Judicial workbench (CMS Component)	Moderate	✓				
SAP/Financial	Moderate	✓				
Mobile device management	Moderate	✓				
Real-time court reporting	Moderate					
HR Systems (Non-SAP)	Moderate	✓				
Electronic Evidence (Policy)	Moderate	✓				
CAFM	Basic	✓				
Web browser (Internet Explorer/Chrome)	Basic	✓				
Locally developed applications**	Court discretion	✓				

Extra Large /Branch				**Medium Court:**		
	$$$	$1,000,000-$5,000,000			$$$	$150,000-$250,000
	$$	$200,000-$999,999			$$	$50,000-$150,000
	$	$15,000-$199,999			$	$5,000-$50,000
				Small Court:		
Large Court:	$$$	$250,000-$500,000			$$$	$30,000-$60,000
	$$	$xxxxxx.xx-$xxxxx			$$	$10,000-$30,000
	$	$xxxxxx.xx-$xxxxx			$	$1,000-$10,000