



JUDICIAL COUNCIL
OF CALIFORNIA

TECHNOLOGY COMMITTEE

www.courts.ca.gov/jctc.htm
jctc@jud.ca.gov

JUDICIAL COUNCIL TECHNOLOGY COMMITTEE

Open to the Public (Cal. Rules of Court, rule 10.75(c)(1))
THIS MEETING WILL BE CONDUCTED BY TELECONFERENCE
THIS MEETING WILL BE RECORDED

Date: May 10, 2021
Time: 12:00 noon - 1:00 p.m.
Connection: <https://jcc.granicus.com/player/event/1136?&redirect=true>

Meeting materials will be posted on the advisory body web page on the California Courts website at least three business days before the meeting.

Agenda items are numbered for identification purposes only and will not necessarily be considered in the indicated order.

I. OPEN MEETING (CAL. RULES OF COURT, RULE 10.75(C)(1))

Call to Order and Roll Call

Approval of Minutes

Approve minutes of the April 12, 2021 meeting.

II. PUBLIC COMMENT (CAL. RULES OF COURT, RULE 10.75(K)(2))

Written Comment

In accordance with California Rules of Court, rule 10.75(k)(1), public comments about any agenda item must be submitted by May 7, 2021, 12:00 noon. Written comments should be e-mailed to jctc@jud.ca.gov. Only comments received by May 7, 2021, 12:00 noon will be provided to advisory body members prior to the start of the meeting.

III. DISCUSSION AND POSSIBLE ACTION ITEMS (ITEMS 1-6)

Item 1

Chair Report

Provide an update on activities of or news from the Judicial Council, advisory bodies, courts, and/or other justice partners.

Presenter: Hon. Kyle S. Brodie, Chair, Judicial Council Technology Committee

Item 2

Information Technology Advisory Committee (ITAC): Update and Report

An update and report on ITAC will be provided; this will include the activities of the workstreams.

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

Item 3

Court Technology Modernization Funding: Direct Allocations (Action Requested)

Consider proposals to add additional projects for one or more Superior Courts as part of the direct allocations to the trial courts previously approved by the committee.

Presenter: Ms. Heather L. Pettit, Chief Information Officer / Director, Information Technology

Item 4

Update and Proposed Recommendations: Court Technology Modernization Funding (Action Requested)

Provide a status update on activities related to the direct allocations to the trial courts approved by the committee, as well as the branchwide initiatives for Fiscal Year 2020-2021. Provide an overview of the Court Technology Modernization Funding for Fiscal Year 2021-2022 including review of guiding principles, program categories, as well as feedback sought from other advisory committees and branch stakeholders. Review role and responsibilities for workstream to assist with this effort. The committee will consider approval of the recommended program categories and workstream proposal.

Presenter: Ms. Heather L. Pettit, Chief Information Officer / Director, Information Technology

Item 5

Technology Budget Change Proposals (BCPs) for Fiscal Year 2022-2023 (Information)

The committee will receive an update on the data governance concept for BCP funding beginning fiscal year 2022 – 2023. This concept has a technology component but did not originate from Information Technology and thus will not be ranked.

Presenter: Ms. Leah Rose-Goodwin, Manager, Court Research

Item 6

Statewide Self-Represented Litigant Portal: Update and Report

An update and report on branchwide collaboration to improve the accessibility, usefulness, and breadth of online, statewide information for self-represented litigants.

Presenters: Ms. Bonnie Hough, Principal Manager, Center for Families, Children and the Courts (CFCC); Mr. Mark Gelade, IT Supervisor, Web Services; Ms. Kelley Stieler, Attorney, CFCC; and Mr. Jack Madans, Project Lead

A D J O U R N M E N T

Adjourn



JUDICIAL COUNCIL OF CALIFORNIA

TECHNOLOGY COMMITTEE

www.courts.ca.gov/jctc.htm
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JUDICIAL COUNCIL TECHNOLOGY COMMITTEE

MINUTES OF OPEN MEETING

April 12, 2021

12:00 noon – 1:00 p.m.

videoconference

Advisory Body Members Present: Hon. Kyle S. Brodie, Chair; Hon. C. Todd Bottke, Vice-Chair; Hon. Kevin C. Brazile; Hon. Carol Corrigan; Hon. Jonathan B. Conklin; Hon. Glenn Mondo; Ms. Rachel W. Hill; and Mr. Shawn Landry

Liaison Members Present: Hon. Sheila F. Hanson

Others Present: Hon. Tara Desautels; Hon. Samantha Jessner; Mr. David Yamasaki; Mr. Paras Gupta; Mr. Brian Damschen; Mr. Rick DeNoyer; Mr. Rob Oyung; Ms. Heather L. Pettit; Mr. Mark Dusman; Mr. Andrae Randolph; Mr. Mark Dusman; Ms. Jessica Craven; Mr. Hermawan Trinh; Ms. Camilla Kieliger; Mr. Douglas Denton; Ms. Kathy Fink; Mr. Mark Neuburger; Ms. Andrea Jaramillo; Ms. Leah Rose-Goodwin; and Ms. Lisa Chavez

OPEN MEETING

Call to Order and Roll Call

The chair called the meeting to order, took roll call, and advised that no public comments were received.

Approval of Minutes

The committee reviewed and approved the minutes of the March 3, 2021 and March 8, 2021 open meetings.

DISCUSSION AND ACTION ITEMS (ITEMS 1-7)

Item 1

Chair Report

Update: Hon. Kyle S. Brodie, Chair, welcomed and thanked everyone for attending. Judge Brodie discussed activities since the last meeting. Judge Brodie also reviewed the agenda topics for the meeting.

Item 2

Update/Report on Information Technology Advisory Committee (ITAC)

Update: Hon. Sheila F. Hanson, Chair of ITAC, provided an update and report on the activities of the advisory committee, its subcommittees, and its workstreams.

Action: The committee received the report.

Item 3

Video Remote Interpreting Guidelines

Update: Judge Jessner, Working Group Lead; and Mr. Douglas Denton, Principal Manager with Judicial Council Language Access Services, presented the revised *Video Remote Interpreting Guidelines*.

Action: The committee received the report, asked questions, and then voted unanimously to approve the proposed guidelines and recommend that they be submitted to the Judicial Council for consideration.

Item 4

Data Analytics Workstream – Final Report

Update: Judge Desautels, Mr. David Yamasaki, and Ms. Leah Rose-Goodwin presented the final report and recommendations of the Data Analytics Workstream.

Action: The committee received the report, asked questions, and then voted unanimously to approve the report, recommend to the Executive Committee the creation of a standing Data Analytics advisory body, and submit the report to the Judicial Council for consideration.

Item 5

Disaster Recovery Phase II Workstream – Final Report

Update: Mr. Paras Gupta, Executive Sponsor; Mr. Brian Damschen, Project Manager; and Mr. Rick DeNoyer, Manager IT Infrastructure, Monterey Superior Court, presented the final report and recommendations of the Disaster Recovery Phase II Workstream.

Action: The committee received the report, asked questions, and then voted unanimously to approve the report.

Item 6

Court Technology Modernization Funding: Update and Report

Update: Due to time constraints, this item was deferred to a future meeting.

Action: Due to time constraints, this item was deferred to a future meeting.

Item 7

Court Technology Modernization Funding: Direct Allocations

Update: Ms. Heather L. Pettit, Chief Information Officer / Director of Judicial Council Information Technology, reviewed the requests from San Luis Obispo and Stanislaus Superior Courts to add additional projects as part of each court's direct allocations previously approved by the committee.

Action: The committee received the proposal, asked questions, and then voted unanimously to approve the additional projects for San Luis Obispo and Stanislaus Superior Courts for use of their direct allocations previously approved by the committee.

A D J O U R N M E N T

There being no further business, the meeting was adjourned.

Budget Change Concept: Judicial Branch Data and Information Governance

Request for \$1.9 million funding for 10 positions in 2022-23 and \$1.9 million ongoing as well as \$9.6 million General Fund one-time funding in 2022-23, and \$5.6 million General Fund (ongoing) beginning in 2022-23 to establish and implement branch data and information governance needed to improve and expand Judicial Branch data access, use, and sharing.

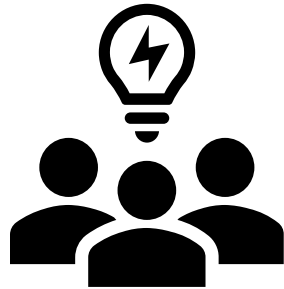


Digital Services

*Increase access to the California courts
through digital channels*

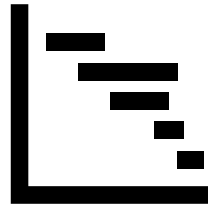


Digital Services Approach



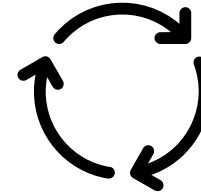
User Centered

- Clear Questions
- User recruitment
- User testing
- Team effort



Data Informed

- Collect baseline
- Technical instrumentation
- Visualization



Iterative

- Clear Goals
- Product Management
- Multiple releases (*alpha, beta, live*)

Pilot Projects

- Ability to Pay. mycitations.courts.ca.gov
- Find Your Court. courts.ca.gov/find-my-court.htm
- Find Your Court Form. courts.ca.gov/forms.htm
 - **15.5%** increase in users who find and download a form.
 - **29%** increase in forms search users who consult self help content
- SRL Alpha: [Proof of Service Step-by-Step.](#)
- SRL Alpha: [Debt Collection Step-by-Step](#)

Statewide Self-Help Portal

Product Goal:

SRLs - and the people who assist them - can figure out where they are in their case and their next step.

Status:

- Divorce released in November, rolling release of other beta case types.
- **More Engaged.** Users on the new SRL Portal look at 50% more pages, spend 25% longer on the Portal than current site.
- **Positive Feedback.** More than 79% of the page feedback we receive rate the Divorce content as helpful.

Self Help Guide to the California Courts

Resources and information to help you navigate your court case, including step-by-step guides for following procedures and help with understanding your options.



What would you like to do?

<p>Get help with papers I was served</p> <p>Look up by form number and understand your options</p> <p>Choose form <input type="text"/> <input type="button" value="Go"/></p>	<p>Start a court case</p> <p>Find your case type to get started</p> <p>Choose case type <input type="text"/> <input type="button" value="Go"/></p>	<p>Take action on my court case</p> <p>Move your case forward, make a change to a decision, dismiss a case</p> <p>Choose case type <input type="text"/></p> <p>Choose action <input type="text"/> <input type="button" value="Go"/></p>
<p>Get information about a legal matter</p> <p>Find out what kind of help you can get from the court for a variety of situations</p> <p>Choose case type <input type="text"/> <input type="button" value="Go"/></p>	<p>Look up a court case or citation</p> <p>Find a traffic ticket or court case using the county court's website</p> <p>Choose County <input type="text"/> <input type="button" value="Go"/></p>	<p>Get help from the court</p> <p>Find in-person self-centers, court interpreters, disability access and more.</p> <p>Choose resource <input type="text"/> <input type="button" value="Go"/></p>

More Information

Find a free or low-cost lawyer	Find a court form	Find out about jury duty or serving as a witness	Find other information about the California Courts
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Self-Help Locations

The Self-Help Center/Family Law Facilitator's Office provides legal information and resources to self-represented court customers.

Enter city, county or Zipcode



SRL PRODUCT DEMO

Feedback from the Public & Stakeholders

- *"This was so immensely helpful, literally I could not make heads or tails of it before. Bless you for making this guide"*
- *"This was very helpful! I have been so confused this whole time and I got it in one sitting."*
- *"This is the most helpful and well-designed government website I've ever used. So thorough, clear and intuitive. Answered all my questions. Thank you!"*

Self-Help release roadmap

Beta releases of topics through Summer 2021.

- Divorce ✓
- Small Claims ✓
- Domestic Violence ✓
- Name Change ✓
- Civil Discovery (Legal Review)
- Consumer Debt (In progress)
- Eviction (In progress)

Topics cover:

- 58% of all filings
- 74% of all pageviews
- 70% of all Self-Help center encounters

Trial Court Website Redesign

The old website design features a dark blue header with the court's name and logo. A navigation bar includes links for Home, Locations, and Glossary. The main content area has a welcome message and a date. A sidebar on the left lists various court services. The main text area contains a notice about COVID-19 remote video appearances and a link to a Zoom appearance request form.

Home Locations Glossary

Superior Court of California County of Madera

Good Morning – You Are Up Early!
Welcome to the website for the Superior Court of Madera County.
Madera Superior Court

March 3, 2021

Court News
General Information
Jury Information
Case Information
Fees and Payments
Forms
Departments
Legal Self-Help
More Central California Courts

Para ver informacion sobre como realizar sus pagos en español, haga clic [aquí](#).

During the COVID-19 Pandemic, remote video appearances are authorized and encouraged. The Madera Superior Court is utilizing "Zoom" as the preferred platform.

- For access to remote court proceedings, please fill out our [Zoom Appearance Request Form](#).
- Para poder presentarse en una diligencia a distancia por Zoom, por favor rellene nuestro [Formulario de Solicitud de Comparencia por Zoom](#)

For information concerning Madera Superior Court's response to the Coronavirus pandemic, including previous Press Releases and Judicial Orders, please click [here](#).

To view case information, please access using our [Public Portal](#).

Current Updates:

3-11-2021

The new website design features a clean, modern layout with a white background and blue accents. The header includes the court's name and a search bar. A navigation bar lists various services. A prominent banner area contains a welcome message and a grid of service tiles. A sidebar on the right provides additional information and links.

JUDICIAL BRANCH OF CALIFORNIA Supreme Court Courts of Appeal Superior Courts Judicial Council

THE SUPERIOR COURT OF CALIFORNIA COUNTY OF MADERA

Home Online Services Divisions Self-Help Forms & Filing General Information

Coronavirus/COVID-19 Response Information
For information and announcements concerning the COVID-19, please visit: [COVID-19 Information Page](#)

WELCOME TO THE
Madera County Superior Court

Check Jury Status/Juror Web Portal
Remote Video Appearances
Public Portal/Online Case Information
Pay Fines and Fees

Services

Self-Help
Free resources are available to help you find legal information and learn how to represent yourself in some legal matters.

Search Forms
Easily search for local forms, form packets, or view the fee and bail schedule

E-File
Coming soon

WELCOME TO THE
Madera County Superior Court

Check Jury Status/Juror Web Portal
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Public Portal/Online Case Information
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Coronavirus/COVID-19 Response Information
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