



# Data Analytics Draft Policy Concepts

Information Technology Advisory Committee

October 2, 2020

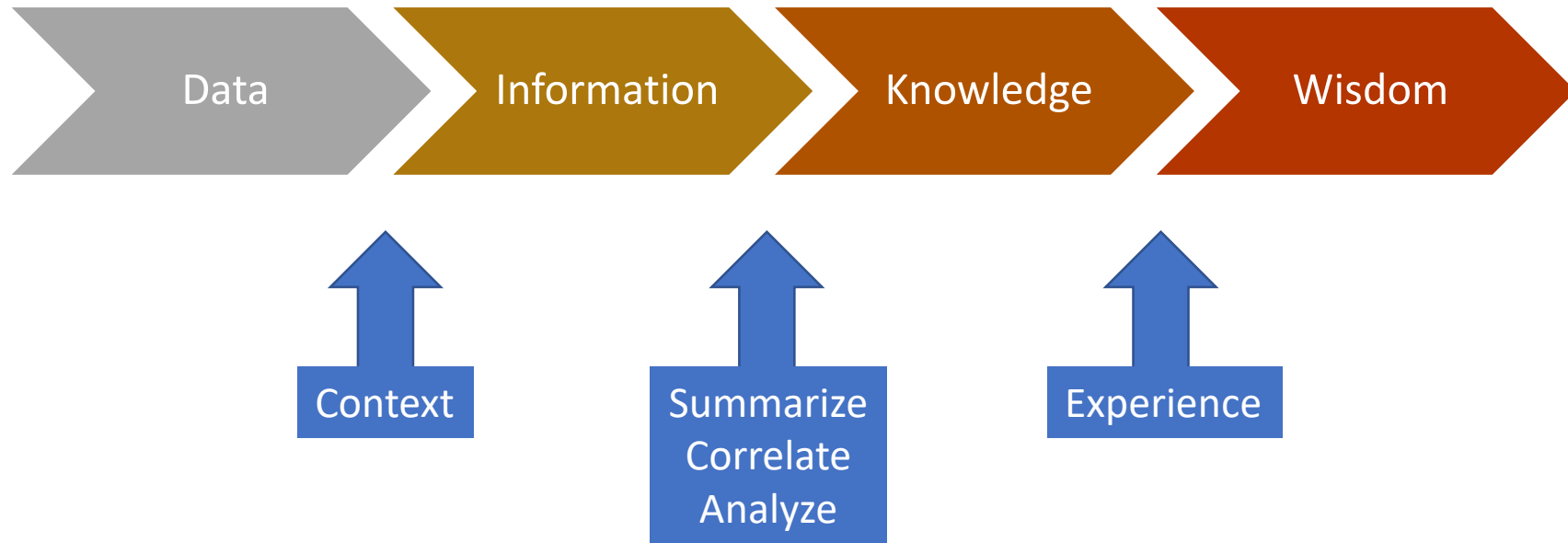


# What is Data Analytics?

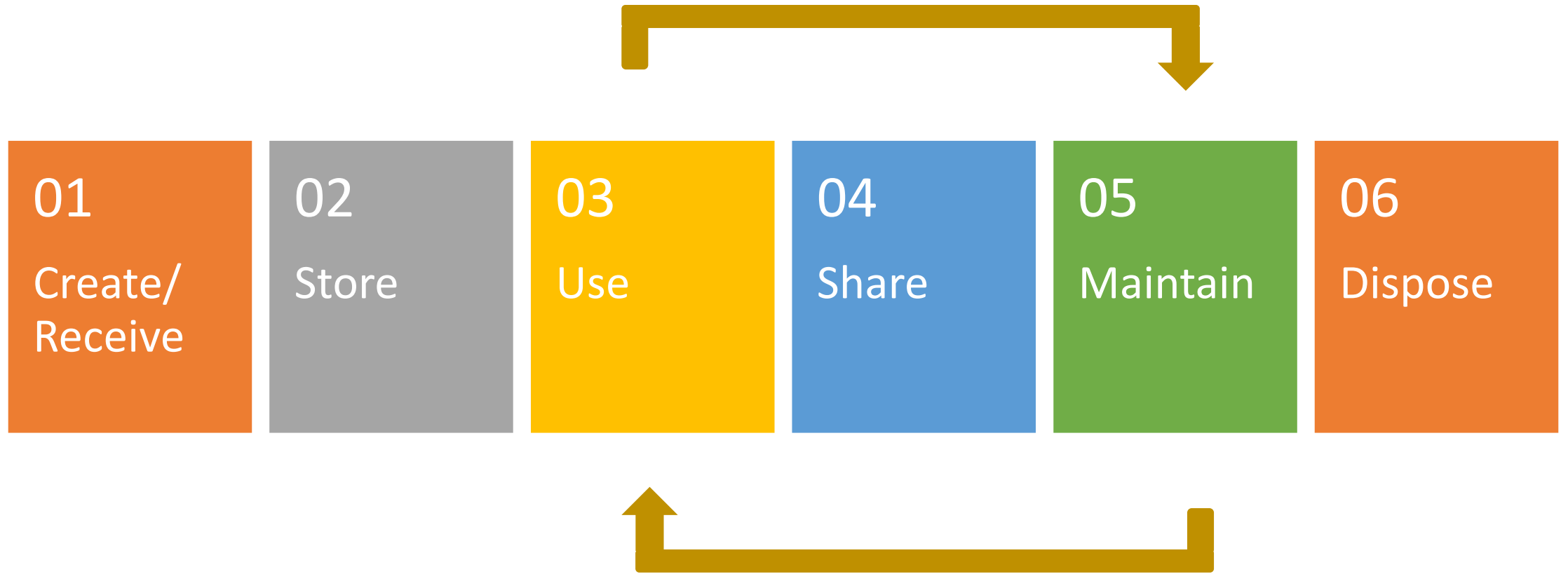
The process by which information or data is collected & analyzed to draw conclusions and make business recommendations

“Data-driven decision-making”

# How Data Becomes Wisdom



# Information Life Cycle



# Strategic Roadmap

2017  
Mar

2018  
Jul

2019  
Sep

2020  
Fall

2020  
Late

2021  
Early

2021  
Spring



Award Data Analytics  
Innovation Grant  
to Orange  
Superior Court



Form Branchwide  
Data  
Analytics  
Workstream



Continue  
Governance  
Framework  
Development



Conduct  
Technical  
Platform  
Pilots in 5  
Courts



Review Draft  
Policy Concepts



Present Policies  
to Judicial  
Council for  
Approval



Expand Technical  
Platform Pilots to  
5-10 Courts

# ITAC Data Analytics Workstream

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# DRAFT Vision

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The ability to analyze and share data is critical to the Judicial Branch's duty to serve all the people of California, now and into the future, by supporting data-driven decision-making for the enhancement, evolution, and expansion of programs and services to the public.

# Definitions

## Data

- Facts and statistics collected for reference or analysis
- When validated, organized, and contextualized, data becomes **information**.

## Judicial Branch Entity (JBE)

- The Supreme Court, each Court of Appeal, each superior court, and the Judicial Council (also collectively referred to in these policies as the Judicial Branch).



# Judicial Branch DRAFT Data Analytics Principles

- Collect, use, and share data and information as appropriate to promote and support informed decision-making.
- Be clear about the use and purpose of data and information.
- Promote data transparency.
- Use high-quality, validated data and information.
- Follow published standards and governance principles when sharing data.
- Secure all data and information.
- Manage data and information according to retention requirements.

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# Proposed Roles

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## Data Steward

- Maximizes the value of data and information;
- Determines data access and addresses data sharing requests;
- Determines data quality, and validates the completeness and accuracy of data;
- Establishes procedures and guidelines for data integrity.

## Data Administrator

- Maintains and stores the data;
- A business role associated with each data source;
- Ensures confidentiality, integrity, and availability of data;
- Implements policies, standards, procedures, and guidelines.

# Data and Information Classification Policy Concepts

01

Create/  
Receive

## Classification

- Data and information should be classified as "publicly accessible," "non-public," or "restricted," based on the nature of the data or information.

## Confidentiality

- Categories of court records that are confidential by law or may be subject to sealing orders are identified in statute, the rules of court, and the Trial Court Records Manual.
- In using and sharing data and information, JBEs will strive to protect the individual privacy rights of court users.

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# Data and Information Access Policy Concepts

## Permissions-based Access

- Individuals are granted access to data and information at the level appropriate for the authorized function.
- Prevent unauthorized access.

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# Data and Information Use Policy Concepts

## Viewing is not Possession

- A person or entity viewing data or information does not have the same responsibilities or obligations as one who receives a physical or electronic copy of data or information.
- Allowing another JBE to view or copy data or information also does not alter the classification of the data or information. If it was “nonpublic” previously, it remains so.

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# Data and Information Sharing Policy Concepts

## **JBE receiving non-JBE data from outside the Branch**

- May be governed by non-JBE data sharing agreement

## **JBE sharing with non-JBE outside the Branch**

- Data sharing agreement may be appropriate;

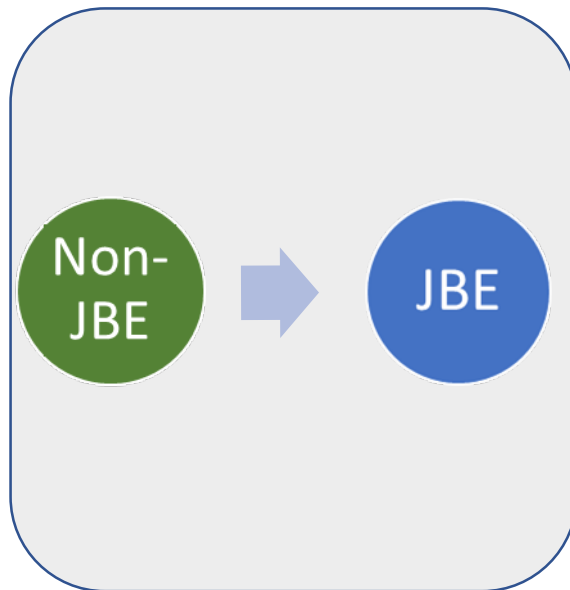
## **JBE sharing within the Branch**

- Data sharing agreement optional. Governed by Judicial Branch and local policies.

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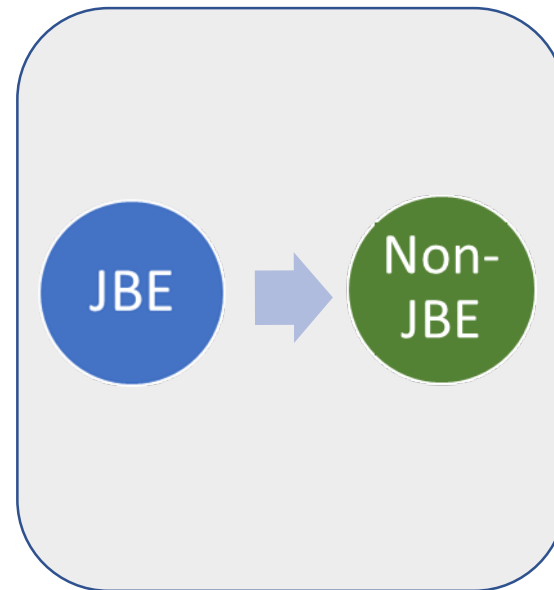
# Data and Information Sharing Policy Concepts

## With Judicial Branch



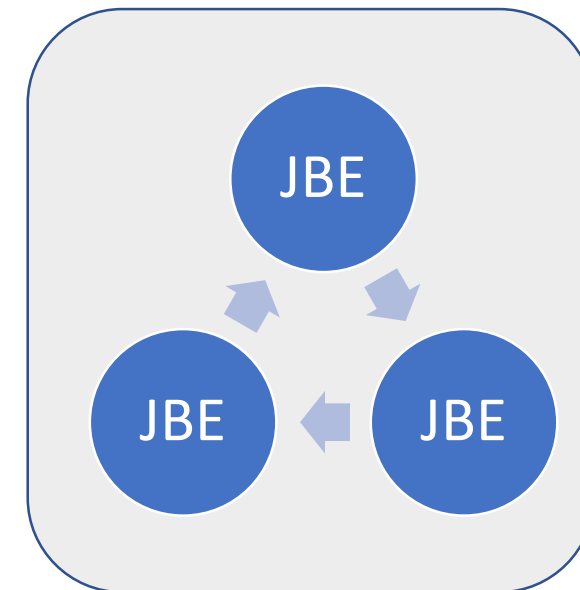
May be governed by data sharing agreement.

## From Judicial Branch



Governed by data sharing agreement if appropriate.

## Within Judicial Branch



Governed by internal policies. Data sharing agreement optional.

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# Data and Information Sharing Policy Concepts

## Data Sharing within the Judicial Branch

- Disclosure to another judicial branch entity does not compel public disclosure.

## Consultation before sharing

- Data steward should be consulted before sharing data to ensure accuracy of data and propriety of disclosure.

## Preliminary draft data

- Should be marked appropriately and treated differently than final validated data.

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# Data and Information Maintenance Policy Concepts

05

Maintain

## **Integrity**

- Data and information quality should be maintained and measured against defined standards that include accuracy, reliability, and timeliness.

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## **Availability**

- Data and information protection and preservation should match the sensitivity of the content.

# Data and Information Maintenance Policy Concepts

06

Dispose

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## Archive and Retention

- Data retention should follow established retention schedules and data should be archived as appropriate.

# Additional Policies and Guidelines for Future Consideration



## **Data and Information Management Policies**

Administrative  
Quality



## **Data and Information Preservation**

Technical



## **Trial Court Records Manual and Rules Updates**

Data and information storage,  
retention, destruction, and archiving

# Next steps

	What	When
1	Review model policy concepts with ITAC	October 2, 2020
2	Review model policy concepts with Technology Committee	October 9, 2020
3	Review model policy concepts with PJs/CEOs (webinar)	October 14, 2020
4	Judicial branch internal policy review	October – November 2020
5	Status update at Appellate PJ advisory committee	October 27, 2020
6	Status update at TCPJAC/CEAC executive committee	October 28, 2020
7	Review model policy concepts with Judicial Council	November 12-13, 2020
8	Public comment period	November 17 – December 18, 2020
9	Request ITAC approval	January 2021
10	Request Technology Committee approval	January 2021
11	Request Judicial Council approval	March 2021

Thank you

Questions or comments?

# **Voice-to-Text Language Services Outside the Courtroom Workstream: Phase 1 Report and Recommendations**

Information Technology Advisory Committee

October 2, 2020



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# Directive from the Chief Justice

The committee is directed to explore available technologies and make recommendations to the Judicial Council on the potential for a pilot project using voice-to-text language services at court filing and service counters and in self-help centers.



# Workstream Team Members

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**Goal:** Technology should not be any less accurate than what we require of interpreters in court.



# Existing Consumer Technologies



# Project Approach

- Market research and feasibility evaluation
- Educational sessions
- Evaluation site development and script testing



# Metrics/Evaluation Considerations

- Separate evaluation of voice-to-text transcription and language translation (primarily Spanish)
- Consistent evaluation method (through prewritten scripts)
- Avoid vendor bias (random output)



# Technology Considerations

- Existing technologies
- Product and vendor maturity
- Data confidentiality
- Hardware requirements (if any)
- Evolving landscape



# RECOMMENDATIONS



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# Recommendation 1

The Judicial Council should sponsor a project to deploy a pilot solution with the highest-scoring vendor from the proof of concept evaluation.



# Recommendation 2

Courts pursuing voice-to-text language services should consider enterprise solutions that offer a proven high-level of accuracy and responsiveness, while ensuring data privacy and confidentiality.





# Recommendation 3

ITAC should collaborate with other appropriate advisory bodies to monitor the advances in voice-to-text language technology and advise how to expand its use to the branch.



# Proposed Next Steps

- Approve findings and recommendations
- Develop an end-to-end solution
- Pilot the solution, capture findings, determine next steps



# Questions?



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