**APPENDIX A. – TECHNOLOGY CENTER MINIMUM
ACCEPTABLE SERVICE LEVELS**

TECHNOLOGY CENTER
PROBLEM RESOLUTION

Category Definition	*Measurement*	*Criteria*	*Minimum Acceptable Service Level*	*Compliance Date*
Monitoring Alarms for hardware, applications, and network components shall be responded to within prescribed service level.	A weekly alarm report and corresponding actions will be produced and sent to the AOC	All production components	**Level 1** – indicates more than 20% of the users are affected. Must be responded to within 5 minutes of alert. **Level 2 –** indicates no more than 20% of the users are affected. Must be responded to within 15 minutes of alert.	Within 3 months of contract effective date.

System Hardware Problem Resolution
Time to repair system, peripheral hardware, and network (e.g. servers, tape drives, routers).
	System Hardware Problem Resolution shall be calculated as the time elapsed between initial trouble call and the time hardware is restored. Resolution is defined as end user's service is no longer affected. For the purposes of this service level, System Hardware Problem Resolution shall be measured by a report produced that logs the closing of the trouble ticket.	Systems running mission - critical applications:
		  CMS applications
		  Jury applications
		
		Systems running Applications
		  SAP application
		  Desktop email
			7am – 8pm Monday - Friday
			  95% within 1 hour
			  100% within 2 hours
			
			7am –8pm Monday - Friday
			  95% within 2 hours
			  100% within 4 hours
				Within 3 months of contract effective date.

System Software Problem Resolution
Time to repair system software (e.g. operating system software, network software utilities, programming languages, etc.).
	System Software Problem Resolution shall be calculated as the time elapsed between initial trouble call and the time software is restored. Resolution is defined as end user's service is not longer affected. For the purposes of this service level, System Software Problem Resolution shall be measured by a report produced that logs the closing of the trouble ticket.	Critical applications:
		  CMS applications
		  Jury applications
		
		Other applications
		  SAP application
		  Desktop email
			7am – 8pm Monday - Friday
			  95% within 1 hour
			  100% within 2 hours
			
			7am –8pm Monday - Friday
			  95% within 2 hours
			  100% within 4 hours
				Within 3 months of contract effective date.

TECHNOLOGY CENTER
OPERATIONS & ADMINISTRATION

Category Definition	*Measurement*	*Criteria*	*Minimum Acceptable Service Level*	*Compliance Date*
Production Job Completion Percentage of time that processing must complete successfully as scheduled.	Production Job Completion shall be calculated as the number of production jobs that successfully complete by their respective end times. For the purposes of this service level, Production Job Completion shall be measured using job scheduling data.	All jobs	99.7%	Within 3 months of contract effective date.
Backup Completion Percentage of time that backups must complete successfully.	Backup Completion shall be calculated as the number of backups that successfully complete. For the purposes of this service level, Backup Completion shall be measured using a weekly backup log report.	Daily incremental and database backups Disaster recovery backups	100% 100%	Within 3 months of contract effective date.
Creation of User IDs and Access Profiles Timeliness for creating authorized user IDs and required access.	Creation of user Ids and Access Profiles shall be calculated as the amount of time from the receipt of an authorized request to the completion of the creation of the user ID and required access. For purposes of this service level, Creation of User IDs and Required Access shall be measured using the user ID audit log.	All requests	8**am – 5pm Monday - Friday** 90% within 24 hours 100% within 48 hours	Immediately upon contract effective date.
Application System Administration Length of time between administration requests (e.g. password resets database privileges etc.) and completion.	Application System Administration shall be calculated as the length of time between the receipt of an authorized administration request and completion of such request. For purposes of this service level, Application System Administration shall be measured using shall be measured by a report produced that logs the closing of the trouble ticket.	All requests	8**am – 5pm Monday - Friday** 95% within 2 hours 100% within 4 hours	Within 3 months of contract effective date.

TECHNOLOGY CENTER
AVAILABILITY & PERFORMANCE

Category Definition	*Measurement*	*Criteria*	*Minimum Acceptable Service Level*	*Compliance Date*
Hardware and Online Systems Availability The percentage of time hardware and online systems are available for use during scheduled uptime, as measured on a monthly basis. Planned outages (e.g., for system maintenance) do not affect availability requirements.	Scheduled uptime shall be 24 hours per days, seven days per week, less applicable scheduled maintenance windows and planned outages agreed to by the parties. Availability shall be calculated by dividing the actual availability by scheduled uptime (expressed as a percentage). For purposes of this service level, Hardware and Online Systems Availability shall be measured using system monitoring logs.	Hardware Online systems	99.7% 99.5%	Within 3 months of contract effective date.

Network Availability	Scheduled uptime shall be 24 hours per days, seven days per week, less applicable scheduled maintenance windows and planned outages agreed to by the parties.	Network	Internal Availability: 100%	Within 3 months of contract effective date.
The percentage of time the Technology Center LAN/WAN/MAN is available for use during scheduled uptime, as measured on a monthly basis. Planned outages (e.g., for system maintenance) do not affect availability requirements.	Availability shall be calculated by dividing the actual availability by scheduled uptime (expressed as a percentage). For purposes of this service level, Network Availability shall be measured using system monitoring logs.

Internal availability is defined as the percentage of time that the network (non-internet) connections (e.g., point-to-point circuits and LAN provided by the Vendor from the Technology Center's LAN to the network carrier demarcation) are available. External availability is defined as the percentage of time that the network (non-internet) connections [e.g., point circuits provided by the Vendor from the demarcation at the Technology Center outward to the point at the circuit destination (e.g., a trial court)] are available.

The Technology Center's network connections shall be deemed not "available" if (i) latency exceeds forty (40) milliseconds average round trip time between any two points in the Technology Center's network, or (ii) packet loss exceeds zero percent (0%) between any two points in the Technology Center's network. | | External Availability: 99.999%

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APPENDIX B. – HELP DESK SERVICES MINIMUM ACCEPTABLE SERVICE LEVELS

HELP DESK SERVICES
PROBLEM CALLS

Category Definition	*Measurement*	*Criteria*	*Minimum Acceptable Service Level*	*Compliance Date*
Help Desk Resolution Time Length of time to resolve trouble reports that do not require service dispatch and can be classified as level 1 or level 2 severity.	Help Desk Resolution Time shall measure the percentage of problems resolved to the caller's satisfaction. The calculation of the measurement shall be the number of calls resolved by the Help Desk within the time frame divided by the number of calls received by the Help Desk (expressed as a percentage). For purposes of this service level, Help Desk Resolution Time shall be measured producing a monthly report that measures the timing of the action taken for resolution against a trouble ticket.	All requests	**8am – 5pm Monday - Friday** 85% resolved within 30 minutes 95% resolved within 2 hours 100% resolved within 12 hours	Within 3 months of contract effective date.
Call back Response Time Elapsed time from trouble report to call acknowledging problem and providing estimated time for technician response.	Call Back Response Time shall be calculated as the elapsed time from the receipt of the trouble report to acknowledging problem and providing estimated time for technician response. For purposes of this service level, Call Back Response Time shall be measured producing a monthly report that measures the call back response time against a trouble ticket.	All systems	Level 1 100% within 15 minutes Level 2 100% within 30 minutes Level 3 100% within 90 minutes	Within 3 months of contract effective date.

Problem Resolution Confirmation Call 　Total time elapsed to provide trouble resolution confirmation.	Problem Resolution Confirmation Call shall be calculated as the total time elapsed to provide trouble resolution confirmation. For purposes of this service level, Problem Resolution Confirmation Call shall be measured by a report that logs the closing of the trouble ticket.	All resolved problems	**8am – 5pm Monday - Friday** 100% within 30 minutes of trouble resolution	Within 3 months of contract effective date.
Help Desk Time to Answer Calls 　Length of time for caller to reach human voice.	Call Waiting shall be calculated as the number of calls answered within the 40 seconds by the Help Desk divided by the number of calls to the Help Desk (expressed as a percentage). For purposes of this service level, Help Desk Time to Answer shall be measured using a report generated from a call monitoring system.	All incoming calls	100% within 40 seconds	Within 3 months of contract effective date.

APPENDIX C. – DESKTOP SUPPORT SERVICES MINIMUM ACCEPTABLE SERVICE LEVELS

DESKTOP SUPPORT SERVICES
SERVICE REQUESTS

Category Definition	*Measurement*	*Criteria*	*Minimum Acceptable Service Level*	*Compliance Date*
Service Request Evaluation Length of time to evaluate service requests and provide schedule and cost estimates.	A monthly produced service request status report.	All requests	Submit schedule and pricing estimates 90% of the time within 10 business days; 100% of the time within 30 days after receiving the request.	Within 3 months of contract effective date.
Moves, Adds, and Changes (MAC) Time elapsed between the receipt of an authorized MAC order and the completion of the order.	Moves, Adds, and Changes shall be measured as the time between the receipt of an authorized MAC order and the complete dates. For purposes of this service level, Moves, Adds, and Changes shall be measured by a report that reflects the closed service request ticket.	All requests	95% completed within timeline specified by end-user (provided that the Vendor was given 14 days lead time). Unmet deadlines not to exceed 5% of incoming requests. Expedited requests to be negotiated between Vendor and end-user on a case by case basis.	Within 3 months of contract effective date.

New System Installation Time elapsed between the receipt of a new installation order and the completion of the order. Includes initial hook-up and diagnostic testing of PCs, servers, and network connectivity, related to new system and installation of software. Includes delivery, staging, testing, configuration, acceptance, and warranty services for new system and software installation.	New System Installation shall be calculated as receiving a request for starting services for a new user/new workstation. New System Installation shall be measured by a report that reflects the closed service request ticket.	All requests	95% completed within timeline specified by end-user (provided that the Vendor was given 14 days lead time). Unmet deadlines not to exceed 5% of incoming requests. Expedited requests to be negotiated between Vendor and end-user on a case-by-case basis.	Within 3 months of contract effective date.

APPENDIX D. – LAN/WAN SUPPORT SERVICES MINIMUM ACCEPTABLE SERVICE LEVELS

LAN/WAN
SUPPORT SERVICES

Category Definition	Measurement	Criteria	Minimum Acceptable Service Level	Compliance Date
Network Monitoring Alarms for LAN/WAN components shall be responded to within prescribed service level.	A weekly alarm report and corresponding actions will be produced and sent to the AOC.	Tech Center designated court LAN/WAN support	8a.m. to 5p.m. Monday –Friday Must be responded to within 15 minutes of alert.	Within 3 months of contract effective date.
Hardware Trouble Restoration Time to repair all hardware associated with network including modems, DSU/CSUs and cabling.	Hardware Trouble Restoration shall be calculated on a monthly basis and measured as the time elapsed between initial trouble call and the time hardware is restored. Resolution is defined, as end user's service is no longer affected. For purposes of this service level, Hardware Trouble Restoration shall be measured by a report produced that logs the closing of the trouble ticket.	All Events	**8am to 5pm Monday-Friday** 95% within 2 hours 100% within 4 hours	Within 3 months of contract effective date.
Response Time Issues The amount of time that it takes the Vendor to respond to problems related to court LAN/WAN response time performance.	Response Time Issues shall be calculated as the time the problem is logged into the system to the time of the confirmation call that the problem is resolved. For purposes of this service level, Response Time Issues shall be measured by a report produced that logs the closing of the trouble ticket.	All requests	**7am to 8pm Monday-Friday** 95% within 2 hours 100% within 4 hours	Within 3 months of contract effective date.

New System Installation Time elapsed between the receipt of a new installation order and the completion of the order. Includes initial hook-up and diagnostic testing of network hardware and NOS. Total time elapsed to provide installation completed confirmation call.	New System Installation shall be calculated as receiving a request for starting services for a new user/new workstation. New System Installation shall be measured by a report that reflects the closed service request ticket.	All requests	95% completed within timeline specified by end-user (provided that the Vendor was given 14 days lead-time). Unmet deadlines not to exceed 5% of incoming requests. Expedited requests to be negotiated between Vendor and end-user on a case-by-case basis. 100% within 2 hours of completion	Within 3 months of contract effective date.
Service Request Evaluation Length of time to evaluate service requests and provide schedule and cost estimates.	A monthly produced service request status report.	All requests	Submit schedule and pricing estimates 90% of the time within 10 business days; and 100% of the time within 30 days after receiving the request.	Within 3 months of contract effective date.

APPENDIX E. – CUSTOMER SATISFACTION MINIMUM ACCEPTABLE SERVICE LEVELS

CUSTOMER SATISFACTION
SERVICE LEVELS

Category Definition	Measurement	Criteria	Minimum Acceptable Service Level	Compliance Date
Service Response Evaluation Percentage of satisfactory or above responses to customer service evaluation survey.	TBD	All service response	Vendor expected to work with the AOC to implement customer satisfaction survey.	Within 9 months of contract effective date.
Customer Service Improvement Percentage of incremental improvement of customer service evaluation.	TBD.	All service response	Vendor expected to work with the AOC to implement customer satisfaction survey and procedures for creating a plan to ensure incremental improvements.	Within 9 months of contract effective date.

APPENDIX F. –SIZING INFORMATION

I. SIZING DEFINITIONS

The Vendor shall use the baseline information set forth in this Appendix in formulating its Phase One Proposal (the "Baseline"). For purposes of the Baseline, assume that over a 7 year period beginning upon the commencement of Phase Two, 58 courts, running CMS/Jury and/or SAP will be migrated to the Technology Center. Information is provided with respect to size of courts, numbers of courts, and numbers of Users of specified software applications within each type of court. For purposes of this Appendix, "Users" means the number of authorized individuals that will have use of the applicable software application. Courts are categorized as "small", "medium", "large" and "extra large".

A. COURT LOCATIONS:

Small courts: 3 locations.

Medium courts: 5 locations.

Large courts: 11 locations.

Extra large courts: 55 locations.

B. COURT FILINGS

Small courts: 15,400

Medium courts: 98,400

Large courts: 391,000

Extra large courts: 2,600,000

Appendix K provides additional information regarding the abovementioned categories of courts.

C. SOFTWARE USERS

Each court will have the following software User characteristics:

CASE MANAGEMENT SYSTEMS (CMS) USERS

Small court: 33 Users

Medium courts: 184 Users

Large courts:780 Users

Extra large courts: 5700 Users

JURY SYSTEM USERS

Small courts: 2 Users

Medium courts: 7 Users

Large courts: 30 Users

Extra large courts: 200 Users

SAP USERS

Small courts: 4 Users

Medium courts:15 Users

Large courts: 60 Users

Extra large courts: 300 Users

DESKTOP USERS

Small courts: 41 Users

Medium courts: 230 Users

Large courts: 975 Users

Extra large courts: N/A

D.   COURT INTERFACES TO JUSTICE PARTNERS

For purposes of this Appendix, an "Interface" is a common boundary between automatic information technology components connecting a court and a corresponding local justice partner.

"0" means no Interfaces to local justice partners.

"Simple Interface" means 1-10 Interfaces with local justice partners where all interfaces are read-only.

"Complex Interface" means 1- 10 Interfaces with local justice partners, with 50% of those Interfaces having update capabilities and others being read-only.

II. YEAR 1 (FROM SIGNING OF PHASE 2 CONTRACT) IMPLEMENTATION AND USAGE FACTORS

    1. Courts Migrated to Technology Center in Year 1

- 15 courts that have converted to CMS and Jury Systems, 5 of which have desktop applications.

  1. 10 small courts
     All with Complex Interfaces

  2. 5 medium courts
     All with Simple Interfaces

- Up to 10 courts that have implemented SAP. Assume Interfaces necessary to implement SAP. Some or all of the courts implementing SAP may be the same courts that have converted to CMS and Jury Systems.

    2. New Software Added in Year 1

- Install and support 3 CMS systems

- Install and support 2 jury systems

  o ACS Jury System

  o JSI Jury +

- Install and support SAP modules
  o Finance (FI) – General Ledger, Accounts Payable, Accounts Receivable, Funds Management, Special Ledger
  o Controlling (CO) – Cost Center Accounting, Cost Element Accounting, Internal Orders
  o Material Management (MM) – Procurement
  o Project Systems (PS)

- Install and support desktop applications

  o Microsoft Office

  o Active Directory

        o   Exchange 2000

        o   Antivirus

- Install and support new HR system – package not determined at this time

3.   Software Applications and Number of Users of each Software Application for the Courts Migrated to the Technology Center

- Of the 15 CMS and Jury System courts:

        o   Users for 10 small courts

        o   Users for 5 medium courts

- SAP Users (Some of the SAP courts may also be courts that were converted from another CMS during Year 1)

        o   Day one will have 35 Users (1 medium court)

        o   Migrate

                i   Users for 5 small courts

                ii   Users for 4 additional medium courts

- Desktop applications

        o   Users for 5 small courts that have already implemented a CMS

- HR system

        o   Users for 5 small courts

        o   Users for 2 medium courts

4.   No local, on-site desktop support required for year 1.

III.   YEAR 2 INCREMENTAL IMPLEMENTATION AND USAGE FACTORS

1.   **Courts Migrated to Technology Center in Year 2**

- 10 courts that have converted to CMS and Jury Systems, 6 of which have desktop applications.

    1.   5 small courts
          0 Interfaces

    2.   5 medium courts
          All with Complex Interfaces

- Up to 15 courts that have implemented SAP. Some or all of the courts implementing SAP may be the same courts that have converted to CMS and Jury Systems. Assume Interfaces necessary to implement SAP.

    1.   10 small
    2.   5 medium

2.   **New Software Added in Year 2**

- Install and support 2 CMS systems

3.   **Software Applications and Number of Users of each Software Application for the Courts Migrated to the Technology Center**

- CMS and Jury courts:

    o   Users for 5 small courts

    o   Users for 5 medium courts

- SAP Users (Some of the SAP courts may also be courts that were converted from another CMS during Year 2)

    o   Migrate

        i   Users for 10 small courts

        ii   Users for 5 medium courts

- Desktop applications

    o   Users for 5 small courts that have already implemented a CMS application

o   Users for 1 medium court that has already implemented a CMS application

- HR system

  o   Users for 5 small courts

  o   Users for 3 medium courts

IV.   YEAR 3 INCREMENTAL IMPLEMENTATION AND USAGE FACTOR

1.   Courts Migrated to Technology Center in Year 3

- 10 courts that have converted to CMS and Jury Systems, 3 of which have desktop applications.

  1. 5 small courts
     All with Simple Interfaces

  2. 4 medium courts
     All with Complex Interfaces

  3. 1 large court
     Complex Interface

- Up to 15 courts that have implemented SAP. Assume Interfaces necessary to implement SAP. Some or all of the courts implementing SAP may be the same courts that have converted to CMS and Jury Systems.
  1. 5 small courts
  2. 5 medium courts
  3. 2 large courts

2.   New Software Added in Year 3

- Install new HR system – package not known at this time

3.   Software Applications and Number of Users of each Software Application for the Courts Migrated to the Technology Center

- CMS and Jury courts

  o Users for 5 small courts

  o Users for 4 medium courts

  o Users for 1 large court

- SAP Users (Some of the SAP courts may also be courts that were converted from another CMS during Year 3)

  o Migrate

    i Users for 5 small courts

    ii Users for 5 medium courts

    iii Users for 2 large courts

- Desktop applications

  o Users for 2 small courts that have already implemented a CMS

  o Users for 1 medium court that has already implemented a CMS

- HR system

  o Users for 5 small courts

  o Users for 5 medium courts

  o Users for 1 large court

V. YEAR 4 INCREMENTAL IMPLEMENTATION AND USAGE FACTOR

1. Courts Migrated to Technology Center in Year 4

- 11 courts that have converted to CMS and Jury Systems, 3 of which have desktop applications.

  1. 5 small courts
     All with Simple Interfaces

2.　　5 medium courts
　　　　　　　All with Complex Interfaces

　　　　3.　　1 large court
　　　　　　　Complex Interface

- Up to 16 courts that have implemented SAP. Assume Interfaces necessary to implement SAP. Some or all of the courts implementing SAP may be the same courts that have converted to CMS and Jury Systems.
  1.　　9 small courts
  2.　　5 medium courts
  3.　　2 large courts

2.　New Software Added in Year 4

- Install new custom CMS large court application

3.　Software Applications and Number of Users of each Software Application for the Courts Migrated to the Technology Center

- CMS and Jury courts

  o　　Users for 5 small courts

  o　　Users for 5 medium courts

  o　　Users for 1 large court

- SAP Users (Some of the SAP courts may also be courts that were converted from another CMS during Year 4)

  o　　Migrate

  　　　Users for 9 small courts

  　　　Users for 5 medium courts

  　　　Users for 2 large courts

- Desktop applications (not incremental . . .courts using desktop applications are the same court converted to CMS)

  o　　Users for 2 small courts

  o　　Users for 1 medium court

- HR system

  o   Users for 10 small courts

  o   Users for 5 medium courts

  o   Users for 2 large courts

VI.   YEAR 5 INCREMENTAL IMPLEMENTATION AND USAGE FACTOR

1.   Courts Migrated to Technology Center in Year 5
- 7 courts that have converted to CMS and Jury Systems, 3 of which have desktop applications.

  1.   4 small courts
       All with Simple Interfaces

  2.   1 medium courts
       All with Simple Interfaces

  3.   2 large court
       Complex Interface

- Up to 5 courts that have implemented SAP. Assume Interfaces necessary to implement SAP. Some or all of the courts implementing SAP may be the same courts that have converted to CMS and Jury Systems.

  1.   4 large courts
  2.   1 extra large

2.   New Software Added in Year 5

No new applications

3.   Software Applications and Number of Users of each Software Application for the Courts Migrated to the Technology Center

- CMS and Jury courts

  o   Users for 4 small courts

  o   Users for 1 medium courts

  o   Users for 2 large

- SAP Users (Some of the SAP courts may also be courts that were converted from another CMS during Year 4)

    o Migrate

        Users for 4 large courts

        Users for 1 extra large court

- Desktop applications users – none

- HR system

    o Users for 4 small courts

    o Users for 5 medium courts

    o Users for 3 large courts

VII.   YEAR 6 INCREMENTAL IMPLEMENTATION AND USAGE FACTOR

1.   **Courts Migrated to Technology Center in Year 6**

- 2 courts that have converted to CMS and Jury Systems, none of which have desktop applications.

    o 2 large courts
      Complex Interface

2.   **New Software Added in Year 6**

      No new applications

3.   **Software Applications and Number of Users of each Software Application for the Courts Migrated to the Technology Center**

- CMS and Jury courts

    o Users for 2 large courts
      Complex Interfaces

- SAP Users: none

- Desktop applications: none

- HR system

  o   Users for 2 large courts

  o   Users for 1 ex-large court

VIII.   YEAR 7 INCREMENTAL IMPLEMENTATION AND USAGE FACTOR

1.   Courts Migrated to Technology Center in Year 7

- 3 courts that have converted to CMS and Jury Systems.

  1.   2 large courts
  Complex Interface

  2.   1 extra large court
  Complex Interface

2.   New Software Added in Year 7

No new applications

3.   Software Applications and Number of Users of each Software Application for the Courts Migrated to the Technology Center

- CMS and Jury courts

        o   Users for 2 large courts
        Complex Interfaces

        o   Users for 1 extra large court
        Complex Interfaces

- Desktop application users – none

- SAP users – none

- HR system users - none

APPENDIX G. – SAP ENVIRONMENT

Hardware and Software

Currently the AOC plans to support a development and test environment at AOC premises. The Vendor will be expected to provide the production environment.

- Development and Test SAP hardware environment (hosted at the AOC)

Server Type	Mfr. & Model	No. of Clients	No. of CPUs & Speed	Memory	DB Storage Used (GB)
DEVELOPMENT	SUN 280R	3	2	6 GB	40 GB
TEST	SUN 280R	3	2	6 GB	40 GB

- Production hardware environment (hosted at the Technology Center)

  ➢ The SAP fiscal system will be rolled out to 5–10 Courts every year.
  ➢ On the average, each court will have about 15–20 SAP users.
  ➢ Expected database size is as follows:

    First year   40 GB
    Second year   60 GB
    Third year   80 GB

  ➢ In addition to the hardware and software for the production SAP environment the AOC will require one Web server (SAP ITS) to support the Web front-end of SAP.

- SAP modules used by the AOC:
  ➢ Finance (FI) – General Ledger, Accounts Payable, Accounts Receivable, Funds Management, Special Ledger
  ➢ Controlling (CO) – Cost Center Accounting, Cost Element Accounting, Internal Orders
  ➢ Material Management (MM) – Procurement
  ➢ Project Systems (PS)

SAP Rollout Methodology and Migration to the ASP

The AOC will roll out the new SAP financial system to the trial courts over a three- to five-year period. Assuming a successful conference room pilot project (to be completed July 2002), the Superior Court of Stanislaus County will be the first court to receive the system, approximately three months after the completion of the pilot project. The AOC may host the system and provide the necessary support or contract with a third party to provide some or all of the services on an interim basis until the Technology Center is established. The AOC intends to move the services that it is supporting to the Technology Center over time. Prior to moving any services to the ASP, the AOC will need to ensure that the system is working properly, that support for the system is adequately meeting the needs of the users, and that the AOC has an adequate working knowledge of the entire system and has fine-tuned its

service level requirements. Therefore, when the Technology Center is established, the AOC will evaluate each service that it is performing to determine if the service is something it would like the ASP to take over. A timeline for moving the service to the ASP will be developed. Over time and as the system is rolled out to more courts, it is anticipated that the ASP will take over more and more services and that the AOC's role will become one of monitoring and management of the ASP.

The current SAP rollout methodology is based on the following factors and assumptions:

- The SAP verification project (the conference room pilot project) is successful and proves that SAP is a viable solution for the trial courts.

- The AOC continues performing trial court assessments over the next three months in order to determine a rollout schedule for the entire project.

- Due to the numerous legacy financial systems currently used by the 58 courts, legacy data will not be converted. Instead, financial account balances will be carried forward from the legacy systems into the new SAP trial court financial system.

- In order to reduce the complexity of rolling out medium-sized and large-sized trial courts (approximately 20 courts), these courts will be rolled out at the beginning of the fiscal year (July 1).

- Smaller trial courts (the remaining 38 courts) can be rolled out at the beginning of the fiscal year or midyear (January 1). If the court is rolled out midyear, financial transactions from the beginning of the year will be replicated in the new system manually.

- It is assumed that multiple courts will be rolled out at one time.

- The SAP system being designed and tested in the conference room pilot project includes basic financial modules only. It is assumed that, over time, additional modules and functionality will be added.

- The AOC will establish one or more off-site Accounting Processing Centers (APCs) to handle the transaction processing currently performed by counties and courts. The staffing for the APCs will increase over time as the system is rolled out to more courts. Specifications for which transactions will be done locally at the court versus at the APC will be defined during the conference room pilot project and used to test the system's feasibility and to properly configure the application.

- It is assumed that small courts will average approximately 4 users, medium-sized courts will average approximately 15 users, and large courts (with the exception of the Superior Court of Los Angeles County) will average approximately 60 users. The Superior Court of Los Angeles County will have a minimum of 300 users. Court users include fiscal staff, requisitioners, and transaction approvers. Initially, the APC will have approximately 10 users.

APPENDIX H. – CMS ENVIRONMENTS

The numbers below reflect the AOC's actual needs next year.

Instead of detailing a hardware requirement per system/server, a standard minimum server configuration regardless of system or application is specified. High-level requirements are used under the assumption that they will be adequate at the time of implementation given the innovation of new technologies.

Additional assumptions and constraints:

- Baseline numbers are for system performance from the network aspect only. The AOC does not have a baseline or method of measuring CMS application performance; that responsibility will fall on the individual CMS application providers so long as the network meets the AOC's minimum system performance requirements.

- At a minimum, it is safe to say that T1 lines will be required.

- Data storage requirements were calculated using extremely aggressive numbers, knowing that once certification is rolling, storage requirement will rise exponentially. The main concern is making sure there is a provision to provide additional storage in the future as needed.

* The number and configuration of servers is dependent on the final requirements of each application and the number of courts being serviced at the time.

ALL WINTEL SERVERS MUST MEET THE MINIMUM REQUIREMENTS:
Dual Pentium 4 Class
2 GB RAM
Dual 1000Mb Fiber NICs
RAID 1 (2x18GB Drives)
Compatible With Storage Area Network (SAN) Systems for Primary Data Storage
Remote Power Management
Redundant Power Supplies
Rack Mount Chassis

ALL SUN-SOLARIS SERVERS MUST MEET THE MINIMUM REQUIREMENTS:
Dual UltraSparc III Class
2 GB RAM
Dual 1000Mb Fiber NICs
RAID 1 (2x18GB Drives)
Compatible With SAN Systems for Primary Data Storage
Remote Power Management
Redundant Power Supplies
Rack Mount Chassis

INFRASTRUCTURE
Active Directory
Domain Controllers
Global Catalog Server
DNS
DHCP
Exchange 2000
Back-end Mail Servers
Front-end Mail Servers
Antivirus Protection
Backup System
Clustered Servers
Tape Library
Off-site Storage
SAN
Storage Capacity
1st Quarter: 100 GB minimum
2nd Quarter: 200 GB minimum
3rd Quarter: 500 GB minimum

4th Quarter: 1 TB minimum

SNA Gateway Service (for DMV)
Host Information Server
Windows 2000

APPENDIX I. – TECHNOLOGY CENTER NETWORK REQUIREMENTS

Scope of the Network

The network that must be designed to support the Technology Center has three different aspects to it:

- A WAN connecting the Technology Center to the courts, State agencies, the Internet, and application providers

- A WAN to provide monitoring and support for local trial court LAN/WAN administration

- A LAN to support the Technology Center

Design Requirements

Fundamentally, the design of the network is to be based on the projected business needs of the Technology Center as defined by the business of the courts, application data, communication requirements, and remote local trial court support associated with its operation.

Figure 1 depicts the functional communication requirements for the center through December 2003. By this time, approximately 14–28 trial courts are expected to be online.

Figure 2 depicts a projection of the end state that includes all the trial and appellate courts.

Specific design requirements also include:

1. Compatibility: The design should be compatible with the LAN/WAN network architecture standard that will be published and implemented at the beginning of the 2002–2003 fiscal year.

2. Scalability: The design is to be scalable to account for vast differences in communication needs as defined by the volume of information handled by the various courts.

3. Management: The key to the success of the network will be active monitoring of the status in order to keep the network in balance and identify trouble spots immediately.

4. Redundancy: The applications the technology is supporting are by and large mission-critical to the courts. Loss of communication would stop court business. Thus, a high level of redundancy is required in the network design to protect the networks from disaster. Providing a fully redundant network is critical.

5. Security: The AOC is working to develop a security policy that can guide decisions about security on the network. The vendor will participate in the development of the technical aspect of this policy and will approach each component of the design with the highest standard of security in mind. Security issues will cover at a minimum:

- Desktop, server, and network equipment password control
- Physical access to equipment
- Remote access
- Intrusion detection
- User registration
- Antivirus protection
- Firewalls and DMZs

6. Availability and performance: These issues must be worked out as part of the design and will be considered thresholds for monitoring and assessing performance of the Vendor.

7. Documentation: The network must be documented and updated as changes occur.

Network Design Acceptance

Acceptance of the network design will be based on the following items:

- Responsiveness to the business requirements
- Scalability of the design
- Adherence to the technical requirements
- Risk assessment
- Network security
- Operational and support requirements
- Hardware and software lifecycle expectations
- Future product strategies
- Financial impact

Technology Center
Applications:
Fiscal - SAP
CMS - Sustain, ISD, ACS, Vision
Jury - ACS Jury or Jury+
Email

Trial Courts (5-8) — HR CMS/Jury — County — Fiscal
Trial Courts (9-20) — Fiscal/HR — County — CMS/Jury
Application Providers — Application Support
Internet
Help Desk- Call Center
Teale Data Center — CMS — DMV — DOJ
AOC (San Francisco) — CMS/Jury Fiscal
Regional Processing Center (Sacramento) — Fiscal
Regional Directors' Offices (Burbank, Sacramento, San Francisco)

Technology Center - Projection for December 2003	
Administrative Office of the Courts	May 3, 2002

Trial Courts

County

Appellate Courts

Application Providers

Internet

CMS/Jury
Fiscal/HR

Application
Support

Technology Center
Applications:
Fiscal - SAP
CMS - Sustain, ISD, ACS, others
Jury - ACS Jury or Jury+
HR - tbd
Email

**Help Desk-
Call Center**

CMS
Fiscal/HR

Teale Data Center

CMS/Jury
Fiscal/HR

**AOC
(San Francisco)**

Fiscal/HR

CMS

CMS

DMV

DOJ

DIR

BOE

**Regional
Processing
Centers
(1-3)**

**Regional Directors'
Offices
(Burbank,
Sacramento, San
Francisco)**

Fiscal/HR

**State Controller's
Office**

Statewide Network - Functional Relationships

Administrative Office of the Courts	May 1, 2002

APPENDIX J - COURT CASE MANAGEMENT SYSTEMS

Court Case Management Systems												
Court	**Felony**	**Misd.**	**Traffic**	**Juv. Delq.**	**Juv. Dep.**	**Civil Ltd.**	**Civil Unltd.**	**Family**	**Small Claims**	**Probate**	**Mental Health**	**Minimum CMSs Used**
Alameda	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	DOMAIN	Inhouse	Inhouse	DOMAIN	Inhouse		**2**
Alpine	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	**1**
Amador	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	**1**
Butte	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	**1**
Calaveras	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	**1**
Colusa	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	**1**
Contra Costa	Inhouse	Inhouse	Inhouse	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	**2**
Del Norte	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
El Dorado	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	**1**
Fresno	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	**1**
Glenn	SCT	AGS	AGS	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	**2**
Humboldt	Crimes	Crimes	CA.R.T.S.	Facts	Facts	Facts	Facts	Facts	Facts	Facts	Facts	**3**
Imperial	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	**1**
Inyo	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
Kern	CJIS	CJIS		CJIS	PSI	PSI	PSI	PSI	PSI	PSI	PSI	**2**
Kings	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	**1**
Lake	AGS	Inhouse	Inhouse	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	**2**
Lassen	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	**1**
Los Angeles	Inhouse7	Inhouse7	Inhouse8	Inhouse4	Inhouse4 Inhouse5	Inhouse1 Inhouse2 Inhouse3	SusDOS	SusDOS SusJE		SusDOS AIS	ISDciv	**12**
Madera	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	**1**
Marin	CJIS	CJIS	Inhouse	Inhouse	Inhouse	PSI	PSI	Inhouse	PSI	Inhouse	Inhouse	**3**
Mariposa	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
Mendocino	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
Merced	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	**1**
Modoc	Inhouse	Inhouse				Inhouse	Inhouse	Inhouse				**1**
Figure 1. Court Case Management Systems												

Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unltd.	Family	Small Claims	Probate	Mental Health	Minimum CMSs Used
Mono	Inhouse	Inhouse	Inhouse									**1**
Monterey	CJIS	CJIS	Inhouse	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	**3**
Napa	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	**1**
Nevada	Inhouse	Inhouse	JDTS	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	**2**
Orange	KPMG1	Inhouse	Inhouse	KPMG1	SCT	Inhouse	SCT	SCT	SCT	SCT	SCT	**3**
Placer	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	**1**
Plumas	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	**1**
Riverside	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	**2**
Sacramento	CJIS	CJIS	ISD	Inhouse	Inhouse	Sustain	Sustain	Sustain	PROTEM	Sustain	Sustain	**5**
San Benito	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
San Bernardino	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	**2**
San Diego	Inhouse2	J1 (?)	Inhouse3	Inhouse4	Inhouse4	Inhouse1	Inhouse1	Inhouse1	Inhouse1	Inhouse1		**5**
San Francisco	Inhouse	Inhouse	SATS	AGS	AGS	ACIS	ACIS	ACIS	Small Claims	ACIS	ACIS	**5**
San Joaquin	CJIS	CJIS	CJIS	CJIS	CJIS	AGS	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	**3**
San Luis Obispo	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	**2**
San Mateo	CJIS	CJIS	JDS	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	**3**
Santa Barbara	Sustain	ISD	ISD	Sustain	Sustain	ISD	Sustain	Sustain	Sustain	Sustain	Sustain	**2**
Figure 1. Court Case Management Systems												

Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unltd.	Family	Small Claims	Probate	Mental Health	Minimum CMSs Used
Santa Clara	CJIS	CJIS	Inhouse	AGS	AGS	AGS	AMA	AMA	Inhouse			**5**
Santa Cruz	ISD	ISD	MVS	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	**3**
Shasta	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
Sierra	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	**1**
Siskiyou	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
Solano	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	**1**
Sonoma	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	**1**
Stanislaus	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	**1**
Sutter	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
Tehama	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	**1**
Trinity	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	**1**
Tulare	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
Tuolumne	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	**1**
Ventura	KPMG2	KPMG2	KPMG2	KPMG2	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	**2**
Yolo	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
Yuba	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	**1**
Figure 1. Court Case Management Systems												

APPENDIX K – VOLUME INFORMATION

A distinguishing characteristic for the size and volume of a court is the number of authorized judicial positions (AJPs), which represents the combined number of judge, referee and commissioner positions funded within each court. The number of AJPs is based on a formula incorporating the key business factors of the court: case volume in total, case volume by type, and the amount of time and resources required to process each type of case. This number is representative of the court workload. The workload has been broken into four groups:

Group	AJP Range	Number of Courts
Small	2–10	29
Medium	11–50	20
Large	51–200	8
Extra-large	201+	1

It is important to note that these ranges were established at a point in time (June 2001) and are not static.

The chart (Figure 2) on the following page summarizes the volume information by court.

Below are the column definitions.

FTEs—All other Court employees who do not fall under the authorized judicial positions number listed above. Thus, the number of staff plus the AJPs represents the total number of employees at each court (across all locations).

Total Filings—The number of cases that are filed each year. Cases are distinguished by type, i.e., criminal, traffic, probate, etc. There are differences in how each of these cases is processed, but for planning purposes the gross number is represented below.

Locations—There is a minimum of one location for each court, and often significantly more. The number of locations within each court is listed in Figure 2. This number includes the main locations. The numbers listed in this report are useful in terms of representing the order of magnitude of sites. Following is a detailed list of court statistics, grouped by size of court.

COURT STATISTICS				
Group A—SMALL	**AJPs 2–10 (as of 6/02)**	**FTEs (as of 5/02)**	**Total Filings (as of 6/01)**	**Locations (as of 6/02)**
Alpine	3	6	1,600	2
Amador	3	32	9,355	1
Calaveras	3	24	7,543	1
Colusa	3	12	11,705	2
Del Norte	3	29	10,531	1
El Dorado	8	94	28,802	5
Glenn	3	21	(i)	2
Humboldt	8	96	28,772	2
Inyo	3	19	14,470	3
Kings	9	77	34,009	4
Lake	5	36	15,593	2
Lassen	3	22	10,628	1
Madera	9	72	28,058	4
Mariposa	4	14	1,613	1
Mendocino	10	77	29,781	7
Merced	10	97	62,860	6
Modoc	2	11	(i) 1,699	1
Mono	3	14	6,020	2
Napa	8	89	25,761	3
Nevada	7	65	20,900	2
Plumas	3	19	7,198	4
San Benito	3	23	14,045	2
Sierra	3	5	1,274	1
Siskiyou	5	58	(i) 10,887	5
Sutter	6	43	18,076	1
Tehama	5	42	23,203	4
Trinity	3	12	(i)	2
Tuolumne	5	35	10,747	2
Yuba	6	48	13,707	1
TOTAL	**146**	**1,192**	**448,837**	**74**

Figure 2. Court Statistics by Grouping

COURT STATISTICS				
Group B - MEDIUM	**AJPs 11-50 (as of 6/02)**	**FTEs (as of 5/02)**	**Total Filings (as of 6/01)**	**Locations (as of 6/02)**
Butte	12	124	45,775	5
Contra Costa	45	402	193,500	9
Fresno	45	470	171,285	16
Imperial	12	95	54,993	3
Kern	41	427	184,372	10
Marin	16	161	50,981	1
Monterey	20	189	95,056	5
Placer	14	130	63,881	11
San Joaquin	29	286	139,587	6
San Luis Obispo	15	147	69,257	3
San Mateo	33	361	147,377	5
Santa Barbara	24	260	106,854	6
Santa Cruz	14	135	54,330	3
Shasta	11	161	42,152	2
Solano	22	235	(i) 92,293	3
Sonoma	21	194	97,496	4
Stanislaus	22	193	79,588	6
Tulare	20	208	82,964	5
Ventura	32	341	160,529	2
Yolo	12	108	35,940	1
TOTAL	**460**	**4,627**	**1,968,210**	**106**

Group C—LARGE	**AJPs 51-200 (as of 6/02)**	**FTEs (as of 5/02)**	**Total Filings (as of 6/01)**	**Locations (as of 6/02)**
Alameda	85	846	353,508	16
Orange	144	1,578	674,422	8
Riverside	69	779	380,946	15
Sacramento	67	741	(i) 86,117	7
San Bernardino	74	864	427,565	13
San Diego	153	1,631	654,671	12
San Francisco	64	540	205,378	4
Santa Clara	89	827	345,650	14
TOTAL	**745**	**7,806**	**3,128,257**	**89**

Figure 2. Court Statistics by Grouping

COURT STATISTICS				
Group D— **EXTRA LARGE**		**FTEs** **(as of 5/02)**	**Total Filings** **(as of 6/01)**	**Locations** **(as of 6/02)**
Los Angeles		5,720	2,567,142	55
GRAND TOTAL	**1,944**	**19,345**	**8,112,446**	**324**

Figure 2. Court Statistics by Grouping

Because the majority of communication revolves around case processing, a chart (Figure 3) relating each of the 10 case types with the flow of information to these users was developed. For example, during the processing of a probate case, the interaction is with only four users: a private attorney, the general public, the Courts of Appeal, and the AOC.

"Figure 3 – Users/Case Types: Information Flows Chart"
USERS/CASE TYPES: INFORMATION FLOWS

LOCAL Users	Case Types									
	Civil	Family	Felony	Juven. Delinq.	Juven. Depen.	Mental Health	Misd. & Infrac.	Probate	Small Claims	Appeals
Sheriff	X	x	x	x		x	x		x	
Police	x	x	x	x		x	x			
Jail	x	x	x	x		x	x			
Public Defender	x	x	x	x	x	x	x			
Private Attorney	x	x	x	x	x	x	x	x		x
District Attorney	x	x	x	x	x	x	x			x
Grand Jury			x							
General Public	x	x	x	x	x	x	x	x	x	x
Community Services			x	x			x			
County Go vernment	x	x	x	x	x	x	x			x
Probation		x	x	x			x			
Courts of Appeal	x	x	x	x	x	x		x		

STATE Users	Civil	Family	Felony	Juven. Delinq.	Juven. Depen.	Mental Health	Misd. & Infrac.	Probate	Small Claims	Appeals
Supreme Court			x							x
AOC	x	x	x	x	x	x	x	x	x	x
DMV			x	x			x		x	
DOJ			x			x	x			
CHP			x	x			x			
Dept. of Corrections			x	x		x				
Schools				x						
State Licensing Agencies			x							
Franchise Tax Board		X	x				x			

Figure 3. Users/Case Types: Information Flow

"Figure 4a – Another Users/Case Types: Information Flows Chart"

To examine more closely the flow of information from the court to outside users, the complexity of these interactions was evaluated. The volume of this exchange was calculated by the following formula:

Volume = Level of Activity + Amount of Data

Figure 4a represents the relationship of users to case types by volume. Additionally, this figure identifies the direction of information flow: into the court, out from the court, or both ways.

Figure 4b explains the volume levels and gives examples of specific instances where each level is relevant.

USERS/CASE TYPES: INFORMATION VOLUME

LOCAL Users	Civil		Family		Felony		Juven. Delinq.		Juven. Depen.		Mental Health		Misd. & Infrac.		Probate		Small Claims		Appeals	
Sheriff	L	B	L	B	L2	B	L2	B			L	B	H1	B			L	B		
Police	L	B	L	B	L2	B	L2	B			L	B	H1	B						
Jail	L	B	L	B	H2	B	H	B			L	B	H2	B						
Public Defender	L	B	L	B	H2	B	H	B	H	B	M1	B	H2/M2	B						
Private Attorney	H	B	H	B	H2	B	H	B	H	B	M1	B	H2/M2	B	L1	B			L	B
District Attorney	L	B			H2	B	H	B	H	B	M1	B	H2/M2	B					L	B
Grand Jury					L	I														
General Public	M1	B	M1	B	M1	B	L	O	L	B	L	O	H1/M2	B	L1	B	H1	B	L	B
Community Services					H1	B	M1	B					H1	B						
County Government	L	O	L	B	L2	O	L2	B	H	B	M1	B	L2	B						
Probation			L	B	H2	B	H2	B	L	B			H2	B						
Courts of Appeal	M1	B	M1	B	M1	B	M1	B	M1	B	M1	B			M1	B				

STATE Users	Civil		Family		Felony		Juven. Delinq.		Juven. Depen.		Mental Health		Misd. & Infrac.		Probate		Small Claims		Appeals	
Supreme Court					M	B														
AOC	M1	O	M1	O	M1	O	M1	O	M1	O	M1	O	M1	O	M1	O	M1	O	M1	O
DMV					M	O	M	O					H1	B			L	O		
DOJ					H2	O	M	O			L	O	H2	O						
CHP					L2	B	L2	B					L2	B						
Dept. of Corrections					M1	O	L1	O			L	O								
Schools							L	B												
State Licensing Agencies					L	O														
Franchise Tax Board			L2	B	L2	B							L2	B						

Figure 4a. Users/Case Types: Information Volume

VOLUME INFORMATION AND EXAMPLES

Low activity + low data = low volume (L). Example: Sometimes civil warrants or orders of examination are issued by the court and delivered to the sheriff for service. After service, the sheriff returns a proof of service. This is a low-level activity, and the amount of data exchanged is minimal (name, address, personal description, etc.)

Low activity + medium data = low volume (L1). Example: The activity in probate cases is medium (an estate case without any problems can be completed after the filing of the petition, a hearing on the appointment of the executor, the filing of the inventory and appraisement, the filing of the first and final account and subsequent hearing. Thus activity is relatively low, but the amount of data exchange is medium.

Medium activity + low data = low volume (L2). The sheriff, police, and CHP are involved in felonies as follows: They issue citations, and prepare accident or arrest reports, which the district attorney uses for the charging document. Arresting agencies also complete their portion of the Arrest Disposition Report (8715). Officers may appear as witnesses in preliminary hearings and trials. Arresting agencies are sent copies of the 8715s by the court after sentencing. Thus the activity is medium, but the data exchange for each case is relatively low. On the other hand, this same type of activity is rated H2 for misdemeanors and infractions because of the substantially higher number of filings involved for these case types.

Another example is the data exchange with the Franchise Tax Board for collection of money on family law and criminal cases. The activity is medium based on the volume of cases, but the amount of data actually exchanged is small for each case.
Low activity + high data = medium volume (M). Death penalty cases are automatically sent to the Supreme Court. These are low in activity but a high amount of data is transmitted to the Supreme Court.

Medium activity + medium data = medium volume (M1). When compared with trial court filings, the number of appeals per case type filed in the Court of Appeals is much lower, but there can be a high amount of data exchanged. For example, if the judgment in a case is appealed, the appellate court must receive a copy of the entire case file and the reporter's transcript(s).

High activity + low data = medium volume (M2). Misdemeanor/infraction cases can include a high volume of cases with low data. For example, an animal control case where the bail is forfeited results in a filing, one hearing, and a simple disposition. It is not reported to any external agency.

Figure 4b. Volume Information and Examples

Medium activity + high data = high volume (H). For juvenile dependency cases, a high amount of data may be exchanged but, when compared to other case types, the activity is medium. In family law, although cases with children stay in the system a long time, the activity tends to be at a medium level such as an annual hearing on child support or visitation. The cases that have a high degree of activity tend to be balanced out by those with a lower degree of activity, which is why the medium volume was chosen. The same rationale was applied to civil cases.

High activity + medium data = high volume (H1). The sheriff and police are marked higher for misdemeanor/infractions than for felonies because of the increased volume of case filings. Data exchange with DMV and DOJ are also affected by case type and volume —a higher amount of misdemeanors and infractions are reportable to DMV while a lower amount is reportable to DOJ. The opposite applies for felonies—lower amount reportable to DMV and higher amount reportable to DOJ.

High activity + high data = hi volume (H2). Some misdemeanor cases can include a high volume of activity if the defendant is placed on court supervision with many conditions and referrals to county programs. If the person is in custody, the jail will have a high degree of involvement until the person is released on bail.

For serious felonies, it is not unusual for cases to stay open for more than a year with a high degree of activity. If a person is in custody and cannot make bail payments, the jail will have a high degree of involvement as jail staff must transport the defendant to each hearing and be informed of the outcome of each hearing.

General public: This term includes the parties in the case and other interested people. A higher volume of cases naturally creates a higher level of interest and the ratings reflect that fact. Some cases are confidential and no one has access to them except the parties in the case and some court personnel. Confidential cases are juvenile and mental health. The mention of "general public" in these cases refer to parties such as parents of juveniles, a board and care home or a hospital for the mentally ill. For misdemeanors and infractions, there can be a high volume of case access by the parties via an IVR (interactive voice response), kiosk, or other technology.

Information Flows Direction (From the Court's Perspective)

I. Incoming to the court   O.   Outgoing from the court

B   Both incoming and outgoing—not necessarily at the same level in each direction, but the highest possible rating of either direction is reflected.   **Note:** Courts generally send more data than they receive.

Figure 4b. Volume Information and Examples

APPENDIX L – TRIAL COURTS BUSINESS MODEL

TRIAL COURTS BUSINESS MODEL
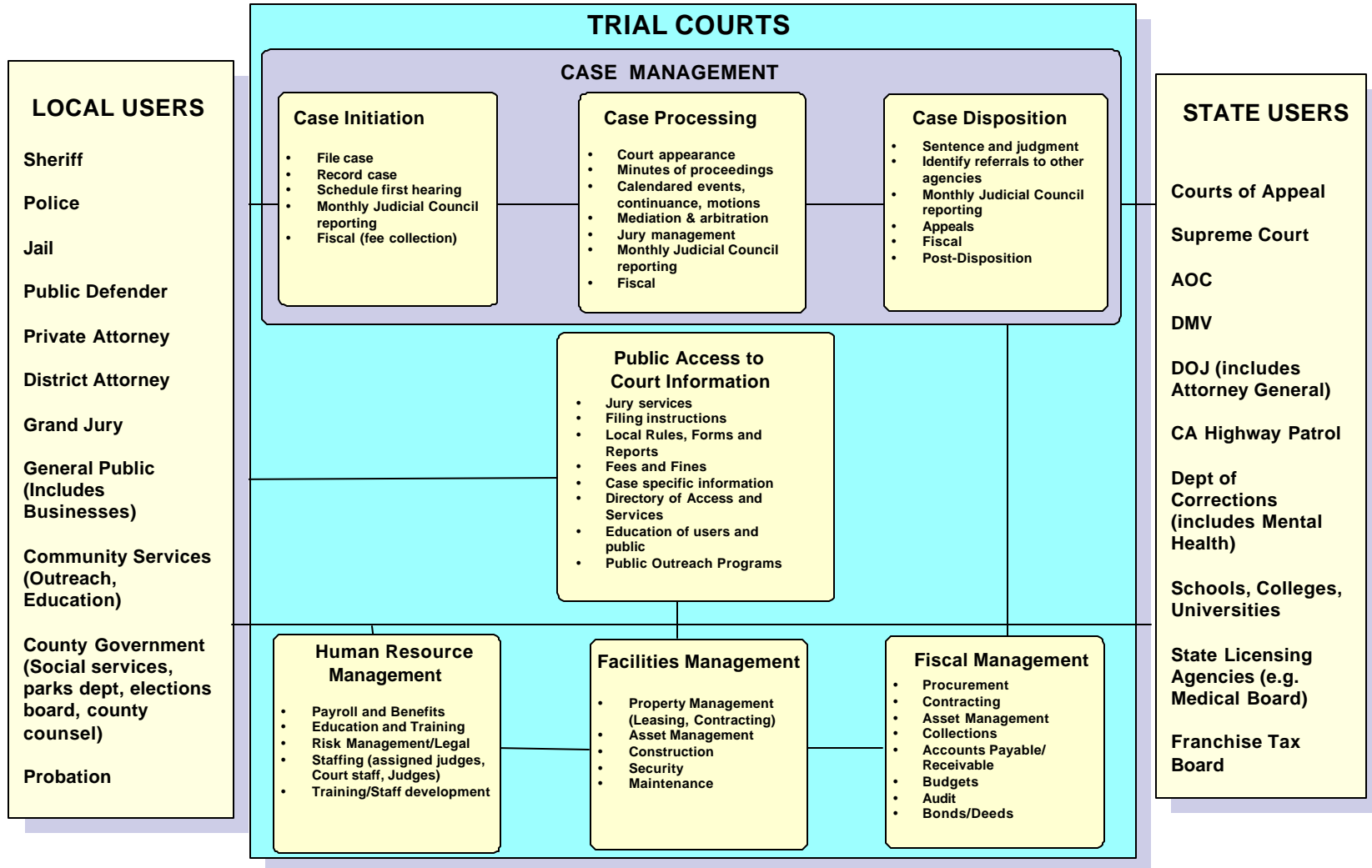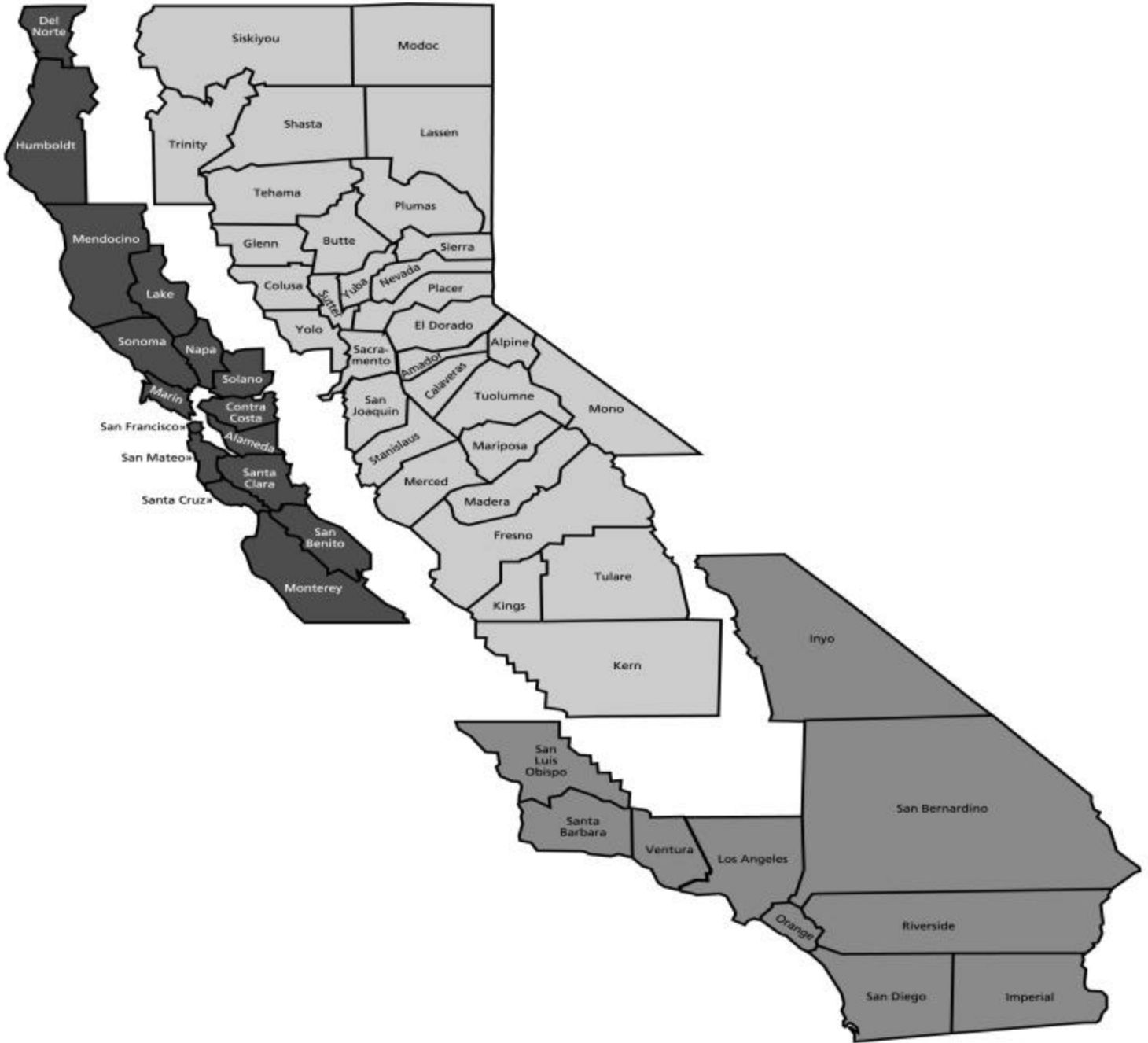### OPPORTUNITIES FOR TELECOMMUNICATIONS INFRASTRUCTURE/COMMUNICATION SYSTEMS

TRIAL COURTS

CASE MANAGEMENT

LOCAL USERS

Sheriff

Police

Jail

Public Defender

Private Attorney

District Attorney

Grand Jury

General Public (Includes Businesses)

Community Services (Outreach, Education)

County Government (Social services, parks dept, elections board, county counsel)

Probation

Case Initiation

- File case
- Record case
- Schedule first hearing
- Monthly Judicial Council reporting
- Fiscal (fee collection)

Case Processing

- Court appearance
- Minutes of proceedings
- Calendared events, continuance, motions
- Mediation & arbitration
- Jury management
- Monthly Judicial Council reporting
- Fiscal

Case Disposition

- Sentence and judgment
- Identify referrals to other agencies
- Monthly Judicial Council reporting
- Appeals
- Fiscal
- Post-Disposition

Public Access to Court Information

- Jury services
- Filing instructions
- Local Rules, Forms and Reports
- Fees and Fines
- Case specific information
- Directory of Access and Services
- Education of users and public
- Public Outreach Programs

Human Resource Management

- Payroll and Benefits
- Education and Training
- Risk Management/Legal
- Staffing (assigned judges, Court staff, Judges)
- Training/Staff development

Facilities Management

- Property Management (Leasing, Contracting)
- Asset Management
- Construction
- Security
- Maintenance

Fiscal Management

- Procurement
- Contracting
- Asset Management
- Collections
- Accounts Payable/ Receivable
- Budgets
- Audit
- Bonds/Deeds

STATE USERS

Courts of Appeal

Supreme Court

AOC

DMV

DOJ (includes Attorney General)

CA Highway Patrol

Dept of Corrections (includes Mental Health)

Schools, Colleges, Universities

State Licensing Agencies (e.g. Medical Board)

Franchise Tax Board

Figure 5.

APPENDIX M – MAP

APPENDIX N – REGIONAL ORGANIZATION OF TRIAL COURTS

SOUTHERN	San Joaquin
Imperial	Shasta
Inyo	Sierra
Los Angeles	Siskiyou
Orange	Stanislaus
Riverside	Sutter
San Bernardino	Tehama
San Diego	Trinity
San Luis Obispo	Tulare
Santa Barbara	Tuolumne
Ventura	Yolo
NORTHERN/CENTRAL	Yuba
Alpine	**BAY AREA/NORTHERN COASTAL**
Amador	Alameda
Butte	Contra Costa
Calaveras	Del Norte
Colusa	Humboldt
El Dorado	Lake
Fresno	Marin
Glenn	Mendocino
Kern	Monterey
Kings	Napa
Lassen	San Benito
Madera	San Francisco
Mariposa	San Mateo
Merced	Santa Clara
Modoc	Santa Cruz
Mono	Solano
Nevada	Sonoma
Placer	
Plumas	
Sacramento	

APPENDIX O - IMPLEMENTATION SCHEDULE

Plan activities to meet the following milestone dates

1. March 7, 2003

    - Technology Center production ready for migration of SAP application from the AOC to the Technology Center

    - Production migration procedures documented

    - Staging environment for migration ready code established

    - Technology Center network in place to support SAP users located in the Sacramento Processing center and the AOC

    - Document hardware and telecommunication specifications for installing in the Technology Center CMS application and Jury+ and production processing for:

        - Tulare court
        - Tuolumne court
        - Monterey court
        - Humboldt court
        - Imperial court

    - Document high level requirements for software interface specifications

2. March 28, 2003

    - SAP production processing of the Sacramento Processing center and the AOC

    - Help Desk Level 1 and 3 in place for SAP Users

3. April 28, 2003

- Help Desk Level 1 through 3 in place to support CMS application and Jury+

- CMS applications and Jury+ installed, all server and Technology Center hardware, and all telecommunication components are production processing read for

    - Tulare court
    - Tuolumne court

- Create rollout plan that will move 1 court per month end for:

    - Monterey court – End May
    - Humboldt court – End June
    - Imperial court – End July

- Disaster Recovery procedures documented, reviewed, and approved by AOC

4. May 15, 2003

- Install Desktop applications and be production ready

- Help Desk level 1 and 2 support for Desktop applications