



Judicial Council of California

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REPORT TO THE JUDICIAL COUNCIL

Item No.: 23-113

For business meeting on July 21, 2023

Title

Judicial Branch Technology: IT
Modernization Funding, Fiscal Year 2023–
24

Agenda Item Type

Action Required

Effective Date

July 24, 2023

Rules, Forms, Standards, or Statutes Affected

None

Date of Report

June 23, 2023

Recommended by

Technology Committee
Hon. Kyle S. Brodie, Chair
Hon. C. Todd Bottke, Vice-Chair

Contact

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Executive Summary

The Budget Act of 2022 appropriated funding for judicial branch technology modernization. The Judicial Council has directed the Technology Committee to recommend funding allocations and provide regular updates on approved allocations. The Technology Committee recommends allocating approximately \$12.5 million to trial and appellate courts for fiscal year (FY) 2023–24, as itemized in the attached summary. The recommended allocations would support projects that align with the judicial branch’s technology goals, while allowing individual courts to expand their use of technology to best meet their particular business needs.

Recommendation

The Technology Committee recommends that the Judicial Council, effective July 24, 2023, allocate approximately \$12.5 million to trial and appellate courts in FY 2023–24 for judicial branch technology modernization.

The proposed allocations are included as Attachment A, *IT Modernization Funding Program: Proposed Allocations for FY 2023–24*.

Relevant Previous Council Action

The Budget Act of 2020 included a two-year, \$25 million appropriation for modernization of California’s trial courts through technology, the Court Technology Modernization Funding Program. On July 24, 2020, the Judicial Council directed the Technology Committee to make recommendations for allocating this funding to local court projects. At meetings in January, March, and October 2021, the council approved funding recommendations for FY 2020–21 and FY 2021–22 to allocate funds to trial courts for local projects, digitization of paper records, and partnerships in branchwide initiatives.

The Budget Act of 2022 provided an ongoing appropriation for the continued modernization of California’s judicial branch—including the Judicial Council, trial courts, and appellate courts—through technology. To reflect the ongoing appropriation, the program name was changed to Information Technology (IT) Modernization Fund. At its meeting on September 20, 2022, the Judicial Council approved \$12.5 million in direct allocations to courts for local projects from the IT Modernization Fund for FY 2022–23.

Analysis/Rationale

The Budget Act of 2020 and Budget Act of 2021¹ each appropriated \$25 million for the continued modernization of trial court operations, for a total of \$50 million over two fiscal years. The outcomes of projects funded by those allocations demonstrated that the processes and tools developed for the program led to successful implementation of technology projects. Based on these demonstrated successes, beginning with the Budget Act of 2022, the Legislature approved ongoing funding for the continuing modernization of courts and expanded eligibility to include the Courts of Appeal and the Supreme Court.

FY 2022–23 program outcomes and successes

Local court project allocations

For FY 2022–23, 49 trial courts and 3 Courts of Appeal submitted project proposals for 166 projects requesting a total of over \$55 million in funding. A branchwide workstream (an ad hoc workgroup consisting of judicial branch members) evaluated the proposals based on program requirements and submitted recommendations for project approvals to the Technology Committee for review and approval. In September 2022, the Technology Committee approved 140 of the court project proposals and the Judicial Council approved \$12.5 million in allocations to courts to be used toward those approved projects. Although 140 proposals were approved, the available funding was insufficient to implement all approved projects; thus, individual courts decided which of their projects to implement given their limited awards.

Branchwide programs

In addition to providing funding to courts for local projects, \$8 million of the modernization funding was allocated to support and continue branchwide Judicial Council programs. Programs

¹ Budget Act of 2020 (Stats. 2020, ch.7); Budget Act of 2021 (Stats. 2021, ch. 69).

receiving allocations for the FY 2022–23 cycle furthered the goals of the judicial branch *Strategic Plan for Technology* and *Tactical Plan for Technology* by promoting the digital court, advancing IT security and infrastructure, and innovating through the community. This year, these programs include support of court remote video technology, virtual customer service center services, trial court digital services, automated messaging and notification services, and the Electronic Courts of Appeal Records and Transcripts (eCART) solution. Additionally, the funding is being used to supplement funding for branchwide networking infrastructure equipment. Program highlights include the following:

- **Virtual Customer Service Center:** This program improves access to justice by providing access to court resources through chat technology. The pilot program has been focused on enabling the use of “chatbots” and “live chat” on the judicial branch self-help portal.² Chatbots provide general and relevant automated responses to users in a natural and conversational manner. If questions become too complex, the chat is seamlessly transferred to a live chat for real-time conversations with an available representative about court information. Since March 2021, the Virtual Customer Service Center program has:
 - Released chatbots for name change, small claims, fee waiver, ability-to-pay, and family law case types;
 - Processed 143,000 questions from the public through 126,000 chats with the chatbots;
 - Answered 77 percent of questions asked through the chatbot;
 - Averaged approximately 12 hours of live chat service per week to the public when the chatbot is unable to answer a question; and
 - Initiated 7,900 live chats with public users across the various case types.

Five courts of various sizes are currently enrolled in the next cycle of the program, which will expand chatbot and live chat capabilities on local court websites.

- **Website Modernization—Digital Services:** Modernization of the branch and individual court websites continues. Thirty-seven trial courts have adopted the Judicial Council’s managed website hosting platform, and 5 more are in the process of transitioning. As a result of the continuing modernization of branch and trial court websites, the following advancements have been made:
 - All websites on the hosting platform are seeing significant visitor traffic growth month over month because of the improved architecture, responsive mobile experience, and more accessible design;
 - The branch self-help portal serves an average of over 600,000 visitors per month;
 - The Supreme Court website serves approximately 616,000 users annually; and

² Self-Help Guide to the California Courts, <https://selfhelp.courts.ca.gov/>.

- The California Courts Newsroom serves more than 201,000 users annually, with active subscribers now receiving real-time updates from the Public Affairs office.
- **Electronic Courts of Appeal Records and Transcripts:** A customized software program, eCART automates and expedites the trial court’s labor-intensive process of assembling a clerk’s transcript and produces an electronic record that can be securely transmitted to the appellate court. This functionality provides the court clerk with the benefit of added efficiencies and maximized integration with other electronic systems. eCART has been in production since August 2022 and has been deployed to 37 courts. Through eCART, the electronic record is available to courts, partner agencies, and customers of the judiciary, subject to applicable rules of court.
- **Branchwide Networking Infrastructure Equipment Refresh:** Branchwide IT modernization funding is additionally being used to supplement the branch program that replaces local court networking equipment. Expenses will be spread over multiple years to avoid impact on the State Trial Court Improvement and Modernization Fund. This funding is urgent and essential as the existing equipment manufacturer discontinues its product line and equipment reaches the manufacturer’s end-of-support date.

FY 2023–24 court projects and recommended funding model

As in all previous cycles, the funding requested by courts for technology projects continues to exceed the available funding. Fortunately, multiple branch funding opportunities exist for technology-related projects, in addition to the IT Modernization Funding Program. To streamline the funding process and maximize funding distributions, a “one-stop shop” application was again used this year for courts to request funding. This consolidated application allowed courts to submit project proposals to multiple council funding sources without having to repeatedly submit the same proposals through duplicative applications. Courts were able to propose projects for the IT Modernization Funding Program, the Language Access Signage and Technology Grant, the Model Self-Help Technology Grant, and the Jury Management Systems Grant.

Program priorities

To align the branch priorities with local court efforts and goals, courts were asked to identify their priorities as part of the annual Court Technology Assessment. This tool requests information from courts on the state of their technology solutions per the California Courts Connected framework (Attachment B). In March 2023, the Technology Committee approved branchwide technology priorities for the next cycle based on input from courts, branch needs, and committee discussion. The program priorities were as follows:

- Proceedings, specifically focused on Assembly Bill 716 compliance (supplementing related budget change proposal funding)³

³ Assem. Bill 716 (Stats. 2021, ch. 526).

- Case management systems and extensions
- Electronic records management
- Infrastructure
- Cyber/information security

Project criteria and review

To promote collaboration and transparency, the Technology Committee once again directed the establishment of an IT Modernization Program Workstream—including court technologists, executives, and judicial officers—to review the modernization projects proposed by courts. (See Attachment C for the membership list.) The new workstream was established by the Information Technology Advisory Committee in early 2023 and provided project proposal recommendations to the Technology Committee for approval at its June 20, 2023, meeting.

A total of 138 local court projects requesting over \$68 million in funding were submitted by 49 trial courts and one appellate court. Courts that do not submit project proposals to the IT Modernization Funding Program typically are focusing on existing projects and lack sufficient staff to implement additional projects within the required time frames. Two of the proposals were submitted as collaboration projects: (a) the appellate court proposal was submitted by one court to benefit five of the districts; and (b) a trial court proposal was submitted on behalf of a consortium of courts using the same case management system.

As in prior cycles, the workstream examined project proposals to evaluate their benefit to the public, focus on innovation and modernization, relationship to the California Courts Connected framework, and fit within the FY 2023–24 program categories (Attachment D). The California Courts Connected framework was developed with input from the branch IT community; was initially reviewed by the Technology Committee at its May 24, 2021, meeting; and is periodically reviewed for updates. This framework illustrates how technology in the judicial branch not only increases convenience to the public but also is a bridge that allows for multiple channels of physical, remote, and equal access. Relating projects to the California Courts Connected framework ensured that projects (1) were within approved program categories; (2) would advance the court’s efforts for physical, remote, and equal access to justice; and (3) align with branch technology goals.

All projects were required to meet, or show that they could meet, the following criteria:

- Benefit the public
- Comply with branchwide policies and standards
- Be vetted and approved by the Technology Committee
- Fall within at least one of the approved program categories
- Initiate project activities immediately after approval (July 2023)
- Show demonstrable progress by the following quarter (Oct. 2023)
- Expend or encumber funds by end of the fiscal year (June 30, 2024)
- Be completed by end of the third fiscal year (June 30, 2026)

- Report quarterly on measurable, successful outcomes

Projects that did not meet overall key requirements were not recommended for funding. Routine technology refreshes, upgrades, or maintenance and operations costs that would not modernize a court were also not recommended. Project proposals that could potentially be funded from alternative existing sources were identified for further discussion with courts. Final rounds of project review included analyses from the workstream and staff to ensure consistency in the review methodology and recommendations, as well as adherence to branch policies.

Funding methodology

In addition to evaluating the project proposals, the Technology Committee reviewed various funding methodologies for allocating funding to courts. For FY 2023–24, the committee recommends allocating approximately \$12.5 million based on a funding model that (1) prioritizes case management system (CMS) projects, including but not limited to upgrades and/or enhancements; (2) funds a high-priority project for small courts without CMS proposals; and (3) distributes the remaining funds pro rata to courts on approved projects. The pro rata portion is first divided between the appellate and trial courts based on the three-year average percentage split of the branch budget. For the appellate courts, the pro rata distribution will support the single proposal that was submitted on behalf of the appellate courts. For the trial courts, the remaining funding is distributed based on the Workload Formula that is used for trial court budget allocations. This model provides funding in a manner that ensures modernization of vital technology solutions while also ensuring that small courts can be sufficiently funded for at least one project. *IT Modernization Funding Program: Proposed Allocations for FY 2023-24* (Attachment A) details the individual court allocations based on the recommended funding model.

Policy implications

By allocating approximately \$12.5 million in modernization funding directly to trial and appellate courts, the Judicial Council will improve how the public is served, build on previous successes, and continue the collaborative relationship that has been central to advancing the judicial branch’s technology goals and expanding access to justice. Allocating money directly to individual courts for projects that meet the key criteria described above allows them to best serve the needs of their communities, while remaining aligned with the *Strategic Plan for Technology* and *Tactical Plan for Technology*.

The specific funding approach recommended by the Technology Committee reflects several policy decisions. First, case management system modernization is recognized as a fundamental requirement to increasing access to justice and aligns with priorities indicated by courts through the Court Technology Assessment. Second, the committee recognizes that a strictly pro rata–based formula would preclude many small trial courts from implementing projects that could establish a strong foundation for modernizing their operations because they would not receive enough funding to cover the full costs of those technology solutions. Third, the committee appreciates that the Workload Formula has been successfully used for other branch funding

decisions and incorporating that formula here is consistent with the council’s general funding methodology. Finally, because the available funding cannot cover the costs of all approved projects, this model includes providing the courts with individual discretion on which of their approved local projects to implement.

Comments

The Technology Committee reached out to the courts regarding the IT Modernization Funding Program, including through (1) the Information Technology Advisory Committee; (2) meetings of appellate court representatives, trial court executives, and court information officers; and (3) branchwide webinars. The Technology Committee held public meetings on March 3 and March 13, 2023, to receive updates on activities related to modernization funding for FY 2023–24, including review of the program, project requirements, priorities gathered from local courts, and potential branch priorities. On March 16, 2023, it acted by email to approve enumerated branch priorities. Finally, on June 20, 2023, the Technology Committee held a public meeting and approved the list of court projects; it also recommended an allocation methodology for consideration at the July Judicial Council meeting. No comments were received for any of the meetings or in response to the email action.

Alternatives considered

In relation to allocating funding to courts for local projects, the committee considered various funding amounts and scenarios. As in years past, the committee first discussed whether an amount other than \$12.5 million should be allocated to courts and determined that allocating the maximum amount of \$12.5 million to courts was important for sustaining the modernization progress that courts had started through the program’s first three years of funding.

Next, the committee considered the possibility of a model in which all funds were allocated solely through a pro rata approach, with no minimum allocation. However, because the costs of certain technology solutions are fixed and are not necessarily proportionate to a court’s size, an equivalent funding model based solely on a pro rata distribution approach would leave those projects out of reach for many small courts. A strict pro rata distribution also lacks the priority focused funding needed to more effectively advance specific branch goals.

The committee then discussed focusing some of the “off the top” funding toward at least one branch priority established as part of this year’s application cycle. Before settling on CMS projects as the focus, the committee also considered remote proceedings projects—including audiovisual equipment upgrades—that would enable remote access to courtroom proceedings. Though this approach had merit, the committee determined that it should hold off on focusing additional IT modernization funding within the remote proceedings category until after the branch completes its allocation of existing funding from the Remote Access to Courtroom Proceedings budget change proposal.⁴ Concentrating additional funding from the IT

⁴ Judicial Council of Cal., jud. branch budget change proposal, *Remote Access to Court Proceedings (AB 716)* (Jan. 10, 2022), https://esd.dof.ca.gov/Documents/bcp/2223/FY2223_ORG0250_BCP5003.pdf.

Modernization Funding Program prematurely would result in confusion and potentially inaccurate project funding.

Lastly, in examining a final scenario prioritizing CMS projects and then distributing the remaining funds proportionately across courts, the committee again assessed that the smallest courts without approved CMS projects would receive insufficient funding from the remaining distribution to reasonably complete a project. To address this concern, the committee added a small court “floor” by funding the highest priority approved project for these courts, as was done in previous cycles.

Thus, taking the competing interests into account and balancing the various goals in play, the committee determined that the most appropriate model for allocating the \$12.5 million would be to allocate funding first toward CMS projects and then to high-priority projects for small courts without CMS proposals, with the remaining funds allocated through a pro rata distribution. This recommended model provides equitable funding while addressing the issue of higher project costs for smaller courts with aging technology systems that could not be funded by a pure pro rata model.

Fiscal and Operational Impacts

All allocations are from the Branchwide IT Modernization budget change proposal, and funds must be expended or encumbered by the end of the fiscal year 2023-24. The allocation affects no other funding source. Implementation of projects is contingent on a court’s readiness and ability to deploy in the specified time frame. Projects that were identified for potential funding through alternative sources will be disallowed from funding the same costs twice if funding is received from the alternative source.

Attachments and Links

1. Attachment A: *IT Modernization Funding Program: Proposed Allocations for FY 2023–24*
2. Attachment B: California Courts Connected Framework
3. Attachment C: IT Modernization Program Workstream Membership List
4. Attachment D: FY 2023–24 IT Modernization Fund Program Category Definitions

**IT Modernization Funding Program:
Proposed Allocations for FY 2023–24**

Attachment A

	Case Management Systems	Small Court Priority 1	Pro Rata	Total Allocation
Appellate Courts			\$667,136	\$667,136
<i>Appellate Courts Sub Total</i>			<i>\$667,136</i>	<i>\$667,136</i>

	Case Management Systems	Small Court Priority 1	Pro Rata	Total Allocation
CATUG Consortium Project	\$724,947			\$724,947
Alameda			\$326,491	\$326,491
Alpine*	---	---	---	---
Amador*	---	---	---	---
Butte			\$49,513	\$49,513
Calaveras*	---	---	---	---
Colusa†		\$40,000		\$40,000
Contra Costa			\$191,674	\$191,674
Del Norte†		\$45,000		\$45,000
El Dorado			\$34,722	\$34,722
Fresno			\$236,584	\$236,584
Glenn†		\$190,800		\$190,800
Humboldt*	---	---	---	---
Imperial*	---	---	---	---
Inyo†		\$28,088		\$28,088
Kern	\$105,000		\$239,485	\$344,485
Kings			\$5,000	\$5,000
Lake*	---	---	---	---
Lassen*	---	---	---	---
Los Angeles			\$2,679,540	\$2,679,540
Madera	\$31,000		\$1,256	\$32,256
Marin	\$221,205			\$221,205
Mariposa†		\$68,945		\$68,945
Mendocino*	---	---	---	---
Merced			\$61,315	\$61,315
Modoc*	---	---	---	---
Mono*	---	---	---	---
Monterey			\$93,537	\$93,537
Napa*	---	---	---	---
Nevada			\$24,210	\$24,210
Orange			\$680,375	\$680,375
Placer*	---	---	---	---
Plumas*	---	---	---	---
Riverside			\$41,370	\$41,370
Sacramento			\$390,554	\$390,554
San Benito†		\$60,000		\$60,000
San Bernardino*	---	---	---	---
San Diego			\$627,566	\$627,566
San Francisco			\$235,000	\$235,000
San Joaquin	\$2,433,500			\$2,433,500
San Luis Obispo			\$67,098	\$67,098
San Mateo			\$162,356	\$162,356
Santa Barbara	\$363,400			\$363,400
Santa Clara			\$338,074	\$338,074
Santa Cruz			\$60,405	\$60,405
Shasta			\$57,591	\$57,591
Sierra‡	---	---	---	---
Siskiyou†		\$72,174		\$72,174
Solano			\$104,274	\$104,274
Sonoma			\$110,698	\$110,698
Stanislaus	\$85,000		\$89,965	\$174,965
Sutter			\$29,193	\$29,193
Tehama			\$21,308	\$21,308
Trinity*	---	---	---	---
Tulare			\$114,163	\$114,163
Tuolumne†		\$52,586		\$52,586
Ventura			\$159,889	\$159,889
Yolo			\$55,884	\$55,884
Yuba			\$22,126	\$22,126
<i>Trial Courts Sub Total</i>	<i>\$3,964,052</i>	<i>\$557,593</i>	<i>\$7,311,219</i>	<i>\$11,832,864</i>

* Court did not submit any project proposals to IT ModFund

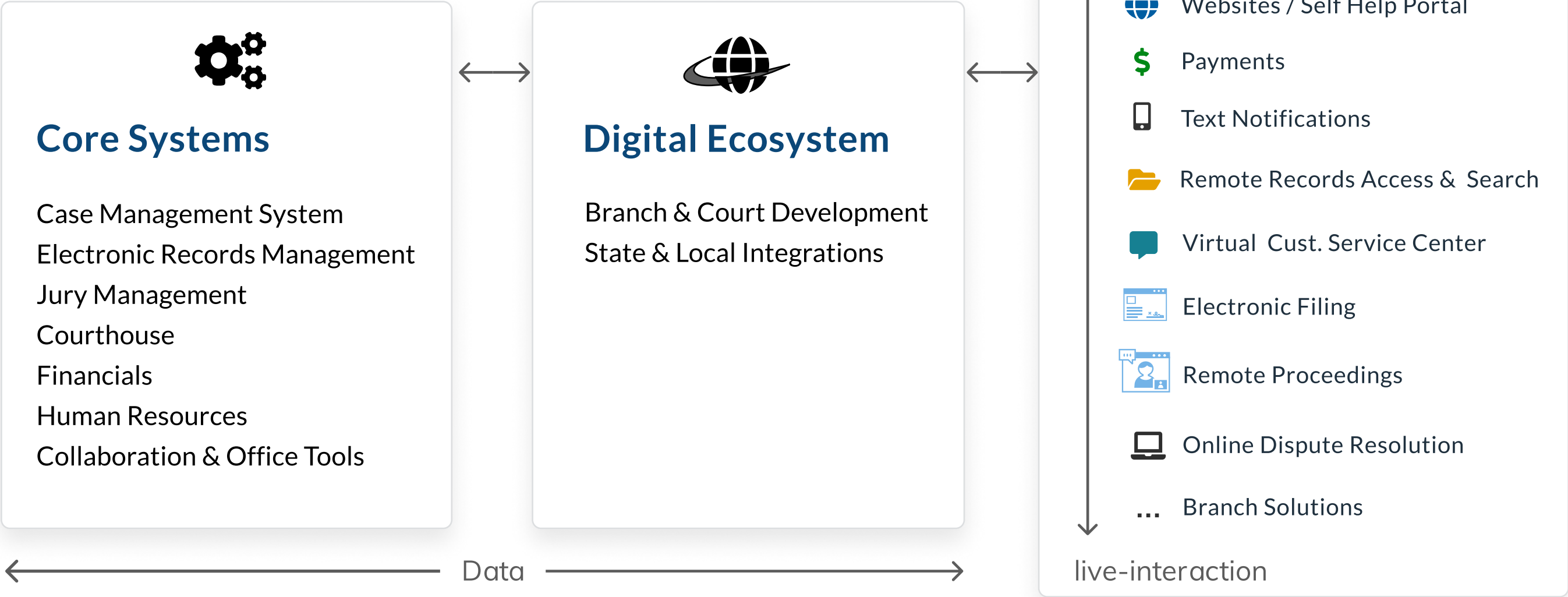
† Small Court defined as receiving less than .2% or less pro rata percentage

‡ Court did not have any approved projects



California Courts Connected

Courts Connected initiatives leverage technology to create core systems that enable digital solutions to meet the evolving court services needs of Californians and our justice system partners.



IT Modernization Program Workstream

FY 2023-24

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IT Modernization Program Workstream

FY 2023-24

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Mr. Reginald Washington

Chief Technology Manager
Court of Appeal, Sixth Appellate District



FY 2023–24 IT Modernization Fund Program Category Definitions

Program Category	Definition	High-Level Examples
Core Systems		
Case Management Systems (CMS) and Extensions	Deploy, enhance, and/or modernize CMS systems in support of effective, and efficient case processing and other essential court operational functions, such as automated work processes, tools used by judicial officers, clerks, and case participants, in and outside the courtroom.	• Enhancements or integrated solutions meant to modernize and/or streamline essential case processing functions • Judicial tools • Courtroom clerk module • Courtroom resource scheduling/management • Automated orders • Batch case processing (e.g., AI/machine learning, traffic citations, etc.)
Electronic Records Management (ERM)	Transition from paper-based case files to electronic case files and records, allowing courts to receive the full benefit and efficiencies of electronic filing and a digital court record. Manage electronic court records and processes using various digital automation strategies and tools.	• Digitizing documents and archived records (e.g., paper, microfilm, microfiche) • Electronic evidence solutions • Intelligent/data driven forms • Electronic records management program(s) • Transcript Assembly Program (TAP) • Electronic document delivery workflow(s) • Electronic recording of proceedings
Jury Management Systems (JMS)	Modernize and enhance JMS to streamline the summons, selection, management, and payment processes for managing jury service, while providing a foundation for accessible and interactive solutions for the public.	• Enhancements or integrated solutions meant to modernize and/or streamline essential jury management functions • Interactive juror information portal • Customized online questionnaires • Electronic juror payment workflow and payments • Interactive Voice Response solutions



FY 2023–24 IT Modernization Fund Program Category Definitions

Program Category	Definition	High-Level Examples
Courthouse	Implement, enhance, or modernize public-facing technology systems that improve the experience of court users in court facilities and courtrooms.	• Wayfinding/Signage • Check-in kiosks (e.g., jury, courtroom, self-help, mediation, etc.) • Queueing systems • Speech to text language translation devices outside of the courtroom
Financials	Maintain investments and expand integration of the court financial systems (e.g., Phoenix System) with CMS and other court operational and administrative systems.	• Internal accounting workflow(s) (e.g., procurement, AP/AR) • Collection referral and payment integrations • Court-ordered debt collection • Automated solutions to support common administrative workflows (e.g., contract administration, request for travel and expense reimbursement, expense claims, budgeting, etc.)
Human Resources (HR)	Implement or enhance modern HR solutions to meet the workforce management needs of the courts through the existing branchwide offering (Phoenix HR), other local systems, or related peripheral applications.	• Court onboarding to Phoenix HR • Implement or enhance HR system automation, including: ○ Recruitment ○ Selection ○ Employee onboarding ○ Timekeeping ○ Payroll ○ Performance management ○ Employee feedback/surveys ○ Training tracking • Leverage the branchwide NeoGov master service agreement to enhance recruitment and selection processes • Provide systems and access in support of a remote workforce



FY 2023–24 IT Modernization Fund Program Category Definitions

Program Category	Definition	High-Level Examples
Collaboration & Office Tools	Provide and support office productivity solutions that streamline court administrative, operational, and judicial business processes and/or enhances collaboration within and outside the court with external partners.	• Microsoft Office 365 licensing and transition services • Microsoft SharePoint configuration and migration consultation and assistance • Microsoft Teams and/or SharePoint adoption for internal and external collaboration • Migrate intranet sites to modernized platforms
Digital Ecosystem/Integration		
Branch and Court Developed Architecture & Solutions	Expand and promote standards-based components and interfaces that interact with core case management system(s) to better leverage branch and local application development efforts.	• CourtStack development resources • On-boarding support to establish CourtStack architecture, within a local or hosted environment (e.g., virtual CMS, API's talking to local CMS, etc.)
State and Local Integrations	Facilitate a modern and consistent approach to establishing and maintaining common interfaces or data exchanges for use by courts for integrations with state and local agency partners.	• Justice partner integrations: DMV, DOJ, DCSS, CDCR • County system integrations (e.g., case data exchange, warrants, complaints, referrals, etc.) • Judicial Branch Statistical Information System (JBSIS) reporting • Pretrial Reporting
Public/Partner Services		
Digital Services		
Web Solutions	Deploy or enhance modern and secure court websites and solutions to provide a consistent foundation for access to information and interactive services throughout the branch, while also meeting accessibility requirements, including language access needs of limited English proficient court users.	• Adopt branchwide templates for ADA-compliant, multilingual responsive court websites • Modernize or enhance court websites for language and accessibility • Promote or implement available online self-help resources (e.g., Self- Represented Litigant (SRL) Portal)



FY 2023–24 IT Modernization Fund Program Category Definitions

Program Category	Definition	High-Level Examples
Payments	Provide multiplatform transactional systems to pay court financial obligations online for relevant case types, to obviate the need for the public to mail in or physically come to the courthouse to pay fines or fees owed to the court.	• Traffic payments • Criminal payments • Jury payments • Collections • Via portal and mobile applications, and text messaging
Notifications	Adopt the statewide online reminder system, and/or implement or enhance an existing local system, to provide case participants and the public the option to subscribe to electronic message notifications (e.g., email and/or text).	• Automated messaging (notifications and reminders) for the public, including: ○ Jury service ○ Hearing reminders ○ Appointment reminders ○ Payment reminders
Case Records	Provide the ability for the public, attorneys, and justice agencies to search, access, and/or request court records; including, consistent access to case index information, register of actions, and/or document access per rules of court.	• Local court case information and document access portals • Role-based access for allowable case participants • Streamlined records request process • Searchable case index solutions
Customer Service	Provide automated and live interactive chat solutions to provide information and support to those seeking assistance from the courts.	• Automated chatbot solutions • Live Chat • Via portal and mobile applications, and text messaging
Filings	Enable electronic filing for all applicable case types throughout the branch using standards-based e-filing solutions, providing courts the ability to select a vendor that best suits their individual needs.	• Electronic filing systems • Interview-based SRL forms for submission via e-filing



FY 2023–24 IT Modernization Fund Program Category Definitions

Program Category	Definition	High-Level Examples
Proceedings	Implement or enhance integrated audio and video solutions that enable remote or hybrid court appearances, and other court services. Implement electronic workflows to streamline court processes when participants are hybrid or remote.	• Professional grade, integrated courtroom audio/visual systems, including video cameras • Licensing to support an effective and secure remote video solution • Electronic devices to support hybrid in-court and remote participation, including interpretation and court reporting/electronic recording needs • Video Remote Interpretation solutions • Remote video enabled jury selection and trial solutions • Electronic signatures and workflow to remote and hybrid participants for court proceedings and other court appointments (e.g., mediation, self- help center, etc.)
Dispute Resolution	Expand integrated ODR solutions to provide alternate means for interested parties to negotiate and settle disagreements with minimal facilitation from the court.	• Online Dispute Resolution implementation
Online Traffic Adjudication	Implement the MyCitations Ability to Pay tool which allows litigants to request a reduction for outstanding infraction matters.	• Includes clerk and judicial officer module for processing requests • Development completed on second module - Online Trial By Declaration with secure Officer Declaration feature • Microsoft Power BI data analytics
California Courts Protective Order Registry (CCPOR)	Implement and modernize the branchwide CCPOR application, the statewide registry for storing data and images of restraining and protective orders.	• Enrolling/onboarding additional courts onto CCPOR • Enhancements to application that include secure access of restraining and protective orders for law enforcement officers and for protected and restricted individuals • Modernize to allow for mobile access



FY 2023–24 IT Modernization Fund Program Category Definitions

Program Category	Definition	High-Level Examples
Enterprise		
Infrastructure	Implement and enhance court network systems to provide secure, redundant, reliable and forward-looking infrastructure solutions to serve as the foundation for the delivery of court applications and services.	• Consultant services (e.g., JCIT, vendor) to develop an infrastructure roadmap based on local needs • Next generation hosting solutions • Disaster recovery solutions • Internet connectivity and redundancy • Wifi
Data	Implement local and branchwide strategies, tools, and processes to expand the collection, analysis, and use of data to support performance management and informed decision making across the courts.	• Data governance initiatives • Data analytics initiatives, including dashboards • Microsoft Business Intelligence licensing and training • Preparation and support for future JBSIS transition
Cyber/Information Security	Continually refine, implement, and support branch and local information security resources, systems, and processes to protect the data held across the judicial branch by mitigating risks, establishing and complying with best practices, managing incident response, and educating staff.	• Establish branch and local security protocols and best practices • Conduct security assessments to identify focus areas • Establish a branchwide Information Security Office • Implement branchwide and/or enhance local modern cyber security solutions • Participate in security related training and forums • Deploy identity management solutions