

Tactical Plan for Technology 2021-2022

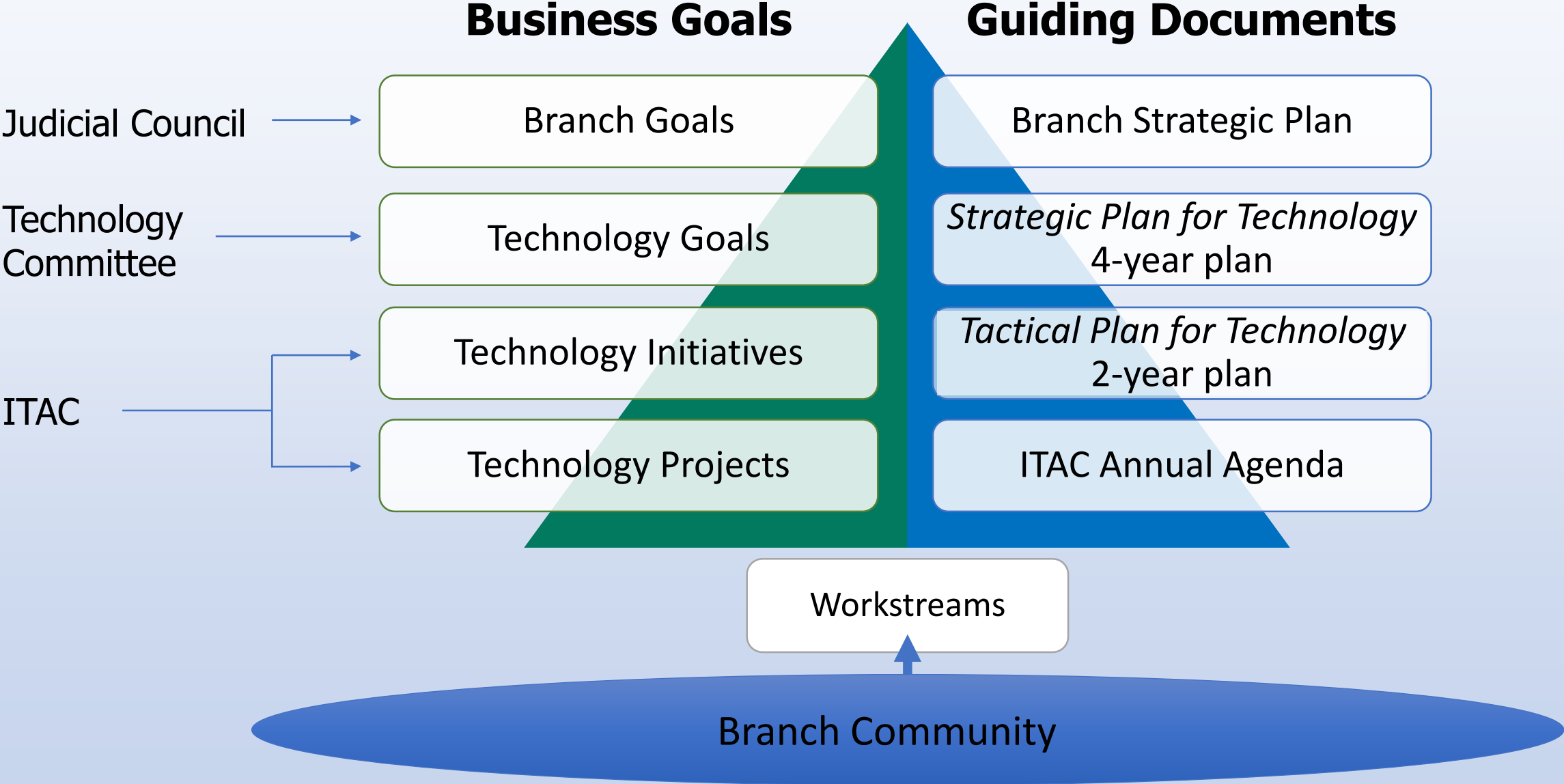


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Technology Governance



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Initiatives Included

- Have significant dollar **value**
- Have branchwide **impact**
- Need financial or strategic **advocacy**
- Consider **lessons learned** from pandemic
- Focus on supporting **access to justice**
- Maintain momentum of **innovation**

Continuing Initiatives



Promote the Digital Court

- Case Management System Migration & Deployment
- Electronic Record Management
- Language Access Technology
- Remote Video Appearances
- Data Analytics: Governance & Sharing
- Electronic Evidence Management
- Branchwide Identity Management
- Enterprise Resource Management
- Online Self-Help Services
- Electronic Filing Development & Deployment
- Online Dispute Resolution Evaluation & Implementation



Innovate Through IT Community

- Expansion of Collaboration Within the Branch IT Community



Advance IT Security and Infrastructure

- LAN/WAN Infrastructure
- Next-Generation Branchwide Hosting Solutions
- Disaster Recovery
- Branchwide Information Security



Promote Rule & Legislative Changes

- Identification of New Policy, Rule & Legislative Changes

New Initiative



Innovate Through IT Community

Digital Court Ecosystem:

Create a “Virtual Case Management System” that will allow easy development and ***branchwide sharing*** of court-related software that can integrate with common case management systems.





Plan for Success: Achievements


Case Management Systems (CMS)

Inaugural workstream developed RFP

➔ Master agreement with 3 CMS vendors

Funding received:

- FY2016-17 BCP, \$12.4M – to replace V3 in 4 courts
- FY2017-18 BCP, \$4.1M – to modernize CMS in 9 courts
- FY2019-20 BCP, \$30M – to modernize CMS in 10 courts

 **51 courts** are in the process of converting legacy systems, allowing for integration with **modern technology solutions**



Online Self-Help Services

Funding received for self-help e-services, Innovation Grant and Futures Directive projects



- 🎯 **Launched step-by-step assistance** for divorce; 5 more case types in development
- 🎯 7 courts piloting **voice-to-text translation solution**
- 🎯 **Virtual Customer Service (chat)** piloting soon
- 🎯 **15 courts** funded for website upgrades

Digitizing Documents

\$5.7M received for digitizing existing court records, augmented with Court Modernization funds:

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- 5 Master Agreements** established for imaging services; courts are evaluating and selecting vendors
 - 24 superior courts** and **1 Court of Appeals** digitizing **43,814 linear feet** of active and permanent paper records

Responding to Crisis



PANDEMIC

- **Project alignment** with plan goals made rapid response possible.
- Planning process focused on **culture of innovation** and support of strong branch **IT community**, which enables **knowledge-sharing**.



All courts transitioned to remote appearances (e.g., using BlueJeans, Zoom, Teams).



25% of Modernization Funding given to courts remote appearance technology.



Ongoing support for and emphasis on solutions that improve **access to justice**.

Funding Success

Since approval of the *Technology Governance & Funding Model, 2015-2020*:

Digitizing Court Records:	\$5.7M
Data Analytics/Business Intelligence:	\$5.5M
Appellate Court DMS:	\$5.3M
Case Management Systems:	\$48M
LAN/WAN:	\$5.5M
CCPOR:	\$200,000
Ability to Pay:	\$4.7M
Self-Represented Litigants Portal:	\$5.8M
Fi\$Cal:	\$2M
Court Innovation Grants:	\$25M
Futures Commission Directives:	\$2.3M
~ \$110M over 5 years	

\$25M Court Technology Modernization Funding in FY20-21 and FY21-22

Acknowledges branch efforts to use technology to respond to crisis; encourages branch to continue modernizing court operations.

Thank you!

Questions?