

Framework Guides for IT Disaster Recovery & Next-Generation Hosting

Judge Sheila Hanson,
Chair, Information Technology
Advisory Committee

IT Strategic Goals

- Improve access, administer timely, efficient justice, gain case processing efficiencies and improve public safety through electronic services for public interaction and collaboration with justice partners. E.g. CMS, DMS, e-filing, online services.

- Encourage technology innovation, collaborative court initiatives, and professional development, to maximize the use of personnel resources, technology assets, and leveraged procurement. E.g. technical communities, contracts.

**Promote
the Digital
Court**

**Optimize
Branch
Resources**

**Optimize
Infra-
structure**

**Promote
Rule and
Legislative
Changes**

- Leverage and support a reliable secure technology infrastructure. Ensure continual investment in existing infrastructure and exploration of consolidated and shared computing where appropriate. E.g. network, disaster recovery.

- Drive modernization of statutes, rules and procedures to facilitate use of technology in court operations and delivery of court services. E.g. e-filing, privacy, digital signatures.

The background of the slide features a large, faint, circular seal. The seal is the official emblem of the Judicial Branch of the Council of California Judges. It contains the text "JUDICIAL BRANCH OF THE COUNCIL OF CALIFORNIA JUDGES" around the perimeter, "EUREKA" in the center, and "1926" at the bottom. The central image depicts a figure holding a torch and a shield, with a landscape and a ship in the background.

IT Disaster Recovery Framework Guide

Prepared by the
ITAC Disaster Recovery Workstream

Workstream Charge

- **Guidelines** – Develop model disaster recovery guidelines, standard recovery times, and priorities for each of the major technology components of the branch.
- **Templates** – Develop a disaster recovery framework document that could be adapted for any trial or appellate court to serve as a court's disaster recovery plan.
- **Plan** – Create a plan for providing technology components that could be leveraged by all courts for disaster recovery purposes.

Process

- Workstream consisted of 29 participants from 22 courts and Judicial Council staff
- Partnered with ITAC's Next-Generation Hosting Workstream
- Conducted branch-wide survey
- Guided by the Continuity of Operations Plan and the Judicial Branch Information Security Framework
- Circulated for branch comment



Workstream Discussion

- Contingency planning
- Proven/available technologies
- Strategies based on court size
- Planning, implementation, and review procedures



Workstream Output

- **Disaster Recovery Framework Guide**
Outlines the structure needed for a successful DR program
- **“How-to-Use” Guide**
Assists courts with the process of implementing the framework
- **Disaster Recovery Plan Template**
Provides courts with a standardized structure for local DR plans

+ Recommendations

1. For ITAC to pursue a future budget change proposal (BCP) to assist courts in establishing the infrastructure needed to operationalize the DR framework
2. For Judicial Council IT to maintain the framework on an ongoing basis, including updates and reviews every two years

Requested Action

1. Approve the *Disaster Recovery Framework: Recommendations & Reference Guide* and associated documents for use by the courts; and
2. Direct ITAC to prepare a BCP requesting funding to assist courts with adopting the framework, and help ensure implementation of successful and reliable disaster recovery solutions across the branch.

The background of the slide features a large, faint, circular seal of the Judicial Council of California. The seal contains a central figure, likely a personification of Justice, holding a scale and a sword. The text "JUDICIAL COUNCIL OF CALIFORNIA" is visible around the perimeter of the seal, and the year "1926" is at the bottom.

Next-Generation IT Hosting Framework Guide

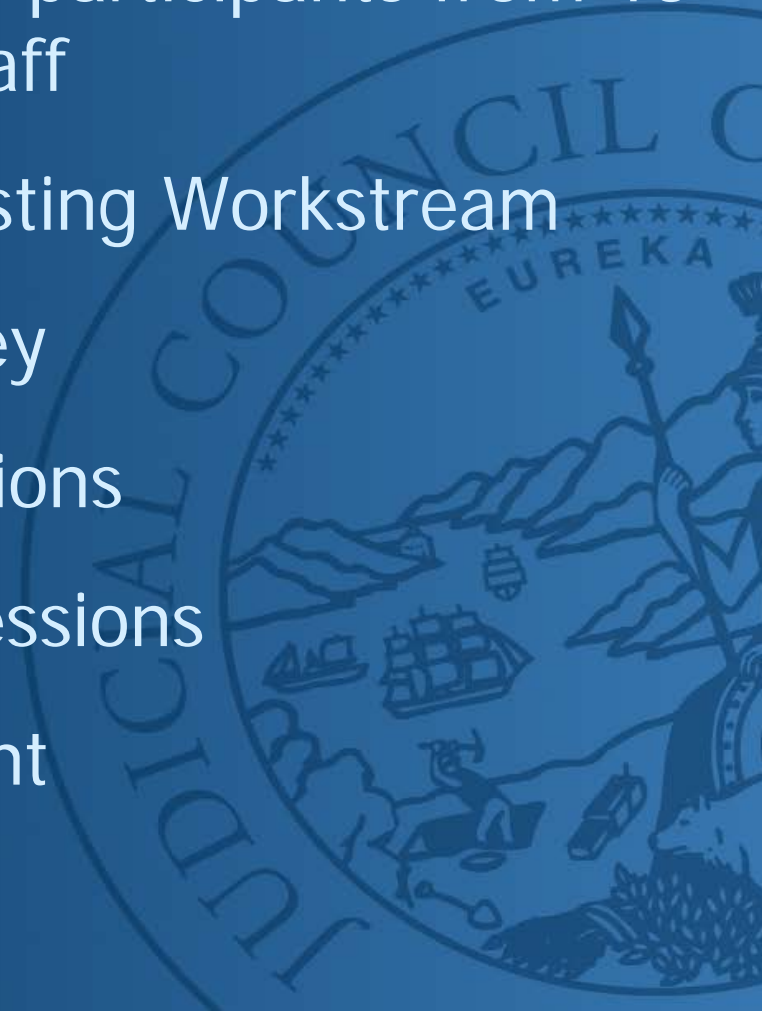
Prepared by the
ITAC Next-Generation Hosting
Workstream

Workstream Charge

- **Guidelines** – Define industry best practices for hosting; develop matrix of solutions with pros, cons, and example applications hosted and costs.
- **Tools/Resources** – Produce educational document with tool for use by courts in individual evaluation; hold a one-day summit on hosting, if needed.
- **Recommendations** – Determine interest and support for possible solutions at branch level; develop recommendation for branch-level hosting model.

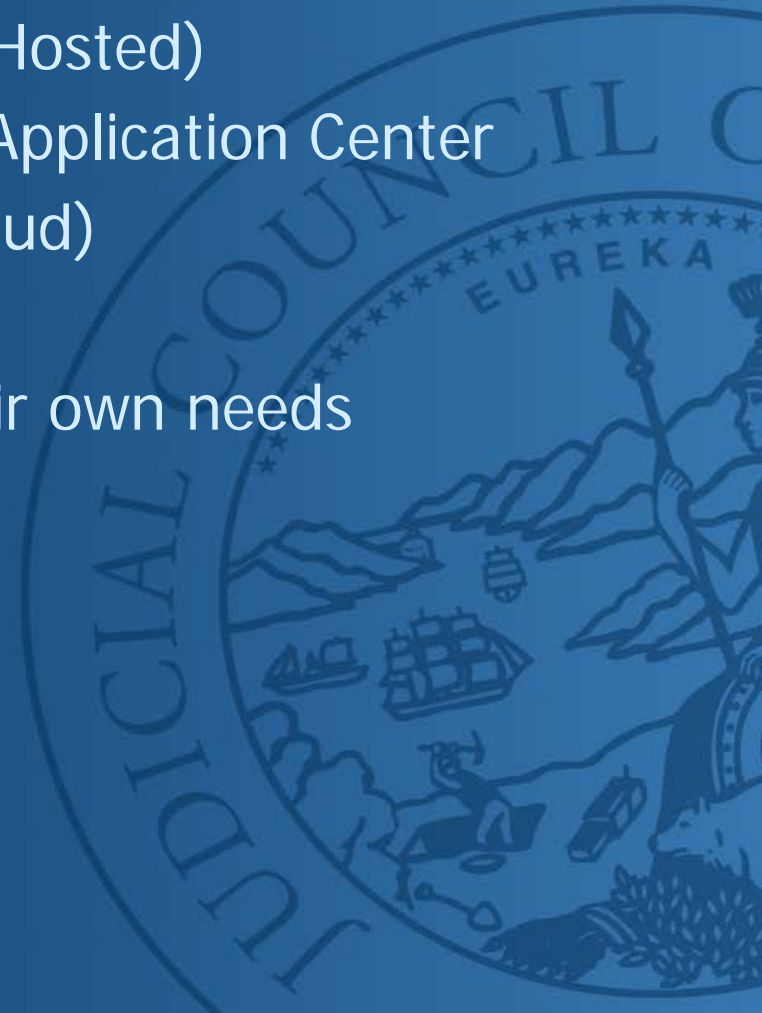
Process

- Workstream consisted of 15+ participants from 13 courts and Judicial Council staff
- Partnered with ITAC's DR Hosting Workstream
- Conducted branch-wide survey
- Established baseline assumptions
- Hosted vendor educational sessions
- Circulated for branch comment



Workstream Discussion

- Data center options
 - Branch Data Center (Centrally Hosted)
 - Court/Regionally Hosted Data/Application Center
 - Infrastructure-as-a-Service (cloud)
 - Software-as-a-Service (cloud)
 - Individual Courts – hosting their own needs
- Court technology assets
- Appropriate service levels
- Possible solutions



Workstream Output

- **Next-Generation Hosting Framework Guide**
Outlines hosting options, definitions, technology assets; recommended service levels and solutions
- **Toolkit**
Provides service levels, technology checklist and budget planner, and a roadmap template
- **Branch-level Recommendations**
Promotes transition to the cloud, adoption of common service levels and office solutions, piloting the framework, establishing master agreements

Requested Action

1. Approve the *Next-Generation Hosting Framework Guide*, recommendations, and associated tools for use by the courts.

