

# Tactical Plan for Technology 2019–2020

*Presented by:*

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Chair, Information Technology Advisory Committee

**Ms. Heather Pettit**

CIO, Judicial Council



# Governance

## Business Goals

**Judicial Council**



Goals for Branch

**JCTC**



Goals for  
Technology

**ITAC**



Technology  
Initiatives

Technology Projects

## Guiding Documents

Branch Strategic Plan

Technology Strategic Plan  
*4-year plan*

Technology Tactical Plan  
*2-year plan*

ITAC Annual Agenda  
*1-year plan*

# Workstream Members

**Hon. Sheila Hanson,**  
Executive Sponsor

**Hon. Louis Mauro**  
(Justice, 3DCA)

**Hon. Kyle S. Brodie**  
(Judge, San Bernadino)

**Hon. Tara M. Desautels**  
(Judge, Alameda)

**Ms. Nancy Eberhardt**  
(CEO, San Bernadino)

**Ms. Kim Flener**  
(CEO, Butte)

**Mr. Jim Lombard**  
(Dep. CEO, Sacramento)

**Mr. Darren Dang**  
(CFO, Orange)

**Mr. Paras Gupta**  
(CIO, Monterey)

**Mr. David Schlothauer**  
(CIO, Nevada)

**Mr. Rick Walery**  
(CIO, San Mateo)

**Mr. Kirk Hauer**  
(CIO, Butte)

**Mr. Robert Oyung**  
(COO, Judicial Council)

**Ms. Heather Pettit**  
(CIO, Judicial Council)

## **COMMITTEE STAFF**

Ms. Kathy Fink

Ms. Jamel Jones

Mr. Richard Blalock

# Objectives

- **Align** with the new **Court Technology Strategic Plan**
- Continue the momentum of **innovation** from the previous plan
- Incorporate new relevant **business and technology concepts**
- **Future**-focused tone
- Streamline and **improve usability**
- **Speak to its audience** (including all branches, justice partners, public)

# Scope Guidelines

## **Include initiatives...**

- At the right level (significant dollar value, multi-year)
- With branchwide impact
- That need financial or strategic advocacy
- (Exclude operational activities, unless above applies)




## **Plan size**

- Avoid limiting the number of initiatives
- Avoid creating the “all inclusive” plan


# Initiatives – Strategic Plan Goal 1

Promote the Digital Court	<b>Case Management System Migration and Deployment</b>	Assist courts in selecting, funding, and deploying modern CMSs
	<b>Expansion of Electronic Court Record Management</b>	Managing electronic court records and digitizing paper documents
	<b>Language Access Technology</b>	Technology enabling limited-English speakers access to the courts
	<b>Video Remote Appearances</b>	Includes uses inside and outside the courtroom
	<b>Self Help Electronic Services</b>	New vision for digital services for the public

# Initiatives – Strategic Plan Goal 1 (cont’d)

Promote the Digital Court	<b>Digital Evidence Management</b>	Best practices, standards, guidelines, and technology services
	 <b><i>Branchwide Identity Management</i></b>	Enable the public and justice partners to more effectively interact with courts (e.g., “Single sign-on”)
	 <b><i>Data Analytics and Business Intelligence</i></b>	Recognized need for accessible branchwide information
	 <b><i>Enterprise Resource Management</i></b>	Advance the courts’ ability to manage their staff, financial, and facilities resources.
	 <b><i>Online Dispute Resolution Investigation</i></b>	Explore policies, techniques, and technology to enable online resolution for disputes

# Initiatives – Strategic Plan Goals 2, 3, 4

Innovate Through IT Community	<b>Expand Collaboration within the Branch IT Community</b>	Technology collaboration and education within the branch
Advance IT Security and Infrastructure	<b>LAN/WAN Infrastructure</b>	Optimize court connectivity for upcoming court needs.
	<b>Transition to Next-Generation Branchwide Hosting Model Phase II</b>	Pilot guidelines and framework delivered in phase 1
	<b>Disaster Recovery Phase II</b>	
	 <i>Branchwide Information Security Roadmap</i>	Advance branchwide IT security
Promote Rule and Legislative Changes	<b>Identify New Policy, Rule, and Legislative Changes</b>	Policy, rule, and legislative changes to enable appropriate use of technology



# Design *preview!*



## Tactical Plan for Technology Executive Summary

### Vision

Through collaboration, innovation, and initiative at a branchwide and local level, the judicial branch adopts and uses technology to improve access to justice and provide a broader range and higher quality of services to litigants, attorneys, justice partners, and the public.

### Principles

ACCESS

RELIABILITY

INNOVATION



### GOAL 1: Promote the Digital Court

- Case Management System (CMS) Migration and Deployment
- Expansion of Electronic Court Record Management
- Language Access Technology
- Video Remote Appearance
- Self Help e-Services
- Statewide E-Filing Program Development & Deployment
- Digital Evidence: Acceptance, Storage, and Retention
- Branchwide Identity Management
- Data Analytics and Business Intelligence
- Enterprise Resource Management
- Online Dispute Resolution Investigation

NEW



### GOAL 2: Innovate Through IT Community

- Expand Collaboration within the Branch IT Community



### GOAL 3: Advance IT Security and Infrastructure

- LAN/WAN Infrastructure
- Transition to Next-Generation Branchwide Hosting Model Phase II
- Disaster Recovery Phase II
- Branchwide Information Security Road Map

NEW



### GOAL 4: Promote Rule and Legislative Changes

- Identify New Policy, Rule, and Legislative Changes

# Discussion

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*Thank you!*



JUDICIAL COUNCIL  
OF CALIFORNIA