Judicial Council of California

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Date	Ver.	Action By	Action	Result
11/13/2020	1	Judicial Council	approved	Pass

Title

Judicial Branch Technology | Futures Commission Directive, Intelligent Chat for Self-Help Services (Action Required)

Summary

Following the final recommendations in the *Report to the Chief Justice: Commission on the Future of California's Court System*, Chief Justice Tani G. Cantil-Sakauye directed the Information Technology Advisory Committee (ITAC) to explore and make recommendations related to the use of intelligent chat technology to facilitate informational and self-help services for the public. To that end, ITAC recommends the Judicial Council accept the Intelligent Chat Workstream findings and final report. The report presents a comprehensive business case for the use of chatbots --where a person would interact with an automated system on a website to ask questions and receive information, for informational and self-help services. The report provides background research on the current state of chat technology, outlines key findings and deliverables, and sets forth recommendations for the use of intelligent chat to benefit court customers.

Recommendation

ITAC recommends that the Judicial Council, effective November 13, 2020, accept this report to satisfy the Chief Justice's directive resulting from the Future Commission's final report.

Speakers

Hon. Sheila F. Hanson, Chair, Information Technology Advisory Committee
Hon. Michael Groch, Executive Sponsor, Intelligent Chat Workstream,
   Information Technology Advisory Committee
Mr. John Yee, Information Technology