

STATE OF CALIFORNIA  
**Budget Change Proposal - Cover Sheet**  
 DF-46 (REV 08/17)

Fiscal Year 2019-20	Business Unit 0250	Department Judicial Branch	Priority No. 14
Budget Request Name 0250-114-BCP-2019-GB		Program <b>0140-JUDICIAL COUNCIL</b> <b>0150-SUPPORT FOR TRIAL COURT OPERATIONS</b>	Subprogram

Budget Request Description  
 Data Analytics and Futures Commission IT Directives

**Budget Request Summary**

The Judicial Council requests a General Fund augmentation of \$7.8 million one-time in 2019-20, to be spent over two years, to provide funding for evaluating and implementing a pilot program for new technology solutions, including intelligent chat, video remote hearings, natural language voice-to-text translation services, and business intelligence/data analytics using identity management, with the plan of expanding these programs for availability to all judicial branch entities. This program directly supports delivery of three of the Futures Commission recommendations, as directed by the Chief Justice, as well as Judicial Council Technology Committee workstream on data analytics and business intelligence. Funding includes \$4.23 million for software, equipment and consulting services, and \$3.57 million for maintenance and seven positions to enable Judicial Council Information Technology (JCIT) to implement, support and maintain the solutions.

Requires Legislation <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Code Section(s) to be Added/Amended/Repealed	
Does this BCP contain information technology (IT) components? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>If yes, departmental Chief Information Officer must sign.</i>	Department CIO Heather Pettit	Date

For IT requests, specify the project number, the most recent project approval document (FSR, SPR, S1BA, S2AA, S3SD, S4PRA), and the approval date.

Project No.                      Project Approval Document:                      Approval Date:

If proposal affects another department, does other department concur with proposal?       Yes       No  
*Attach comments of affected department, signed and dated by the department director or designee.*

Prepared By Fati Farmanfarmaian	Date 1/09/2019	Reviewed By A. Guzman/Z. Theodorovic	Date 1/09/2019
Department Director J. Wordlaw	Date	Agency Secretary M. Hoshino	Date

**Department of Finance Use Only**

Additional Review:  Capital Outlay     ITCU     FSCU     OSAE     CALSTARS     Dept. of Technology

PPBA	Original Signed By <b>Emma Jungwirth</b>	Date submitted to the Legislature <b>1/10/19</b>
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**A. Budget Request Summary**

The Judicial Council requests a General Fund augmentation of \$7.8 million one-time in 2019-20, to be spent over two years, to provide funding for evaluating and implementing a pilot (Phase One) program for intelligent chat, video remote hearings, natural language voice-to-text translation services and business intelligence (BI)/data analytics (DA) using identity access management (IAM), with the goal of expanding these programs for availability to all judicial branch entities. This program directly supports delivery of three Futures Commission recommendations, as directed by the Chief Justice, as well as the Judicial Council Technology Committee (JCTC) workstream on data analytics and business intelligence. JCTC will be responsible for overseeing and supporting the implementation of these services by the Judicial Council Information Technology office (JCIT). Funding includes \$4.23 million for software, equipment and consulting services, and \$3.57 million for maintenance and seven full-time staff resources and services to enable JCIT to implement, support and maintain the solutions.

**B. Background/History**

In July 2014, Chief Justice Tani G. Cantil-Sakauye established the Commission on the Future of California's Court System (Futures Commission) to take an in-depth look at the way trial courts are serving the people of California. The Futures Commission was asked to think creatively about how court operations could be improved and streamlined. The final Future's Commission report was released in April 2017. On May 17, 2017, the Chief Justice directed the Judicial Council Information Technology Advisory Committee (ITAC) to report on the feasibility and resources necessary to pilot technology innovations recommended by the Futures Commission including remote appearances for most noncriminal court proceedings; voice-to-text language interpretation services at court filing, service counters, and in self-help centers; and intelligent chat technology to provide self-help services.

Beyond the directive from the Chief Justice, the Futures Commission report calls out the use and need for data analysis and business intelligence for many of the initiatives defined in the report for decision making. JCTC recognized that this need/requirement for use of data needs to be addressed holistically within the judicial branch. During this same timeframe, there has come a national recognition that the judicial branch is lacking in its ability to collect relevant data, key to making informed decision about branch activities. California has fallen behind many states around data collection and analytics to improve decision making. This recognition led the Information Technology Advisory Committee (ITAC) to launch a workstream in 2017-18 to research, scope, and recommend a BI/DA strategy for the branch. Workstream tasks include:

- Investigate possible policies, processes, and technologies to help the branch utilize data analytics to improve business effectiveness;
- Assess priorities for data collection; and
- Identify possible data analytical tools and templates.

Success in implementing the recommendations from the workstream will rely on a strong data sharing framework with appropriate data access and control to ensure data protection, e.g. IAM.

The initiatives goals are to identify the business scenarios, problems, and opportunities where technology can be used to aid in improving productivity, reducing cost, and provide services to the public through the use of technical solutions that can be implemented throughout the Judicial Branch.

In many of these initiatives, pilot projects have implemented, including Orange County Superior Court Innovation grant for Business intelligence and video remote hearings in Sacramento, Ventura and Merced.

For the current pilot projects, the committee has been directed to report back to the Judicial Council on outcomes and make recommendations for statewide expansion.

### **C. State Level Considerations**

The Future's Commission report sets forth recommendations for legal and structural reforms for the judicial branch of government to improve access to justice and to better serve current and future generations of Californians. One of those recommendations is to continue implementation of current technology initiatives defined in the judicial branch technology tactical plan and to expand the use of new technology in the courts. This directive aligns with the *Judicial Branch Strategic Plan for Technology's* goals of "Promoting the Digital Court," "Innovate Through IT community," and "Advance IT Security and Infrastructure," by providing service to the public that more address their immediate needs. Contributing to the support of these goals, as well as responding to the specific directives of the Chief Justice, are key branch priorities with regards to technology.

These initiatives also align with the Judicial Branch Strategic Plan goals of Goal I: Access, Fairness, and Diversity- by providing access to court data; Goal II: Independence and Accountability- by ensuring access to data by relevant authorized users; Goal III: Modernization of Management and Administration- by enabling new capabilities and technologies to help manage and administer court operations and programs; Goal IV: Quality of Justice and Service to the Public-by analyzing frequently used services needed by the public and improving them with technology and analysis; and Goal VI: Branchwide Infrastructure for Service Excellence-by defining standard technology and data solutions.

### **D. Justification**

Funding is needed to support the Chief Justice's technology directives resulting from Recommendation 5.1 of the Futures Commission final report and ITAC Workstream on Business Intelligence and Data Analytics. This program will provide the benefits below:

#### ***Benefits for Remote Video***

Remote Video allowing for remote appearances by parties, counsel, and witnesses for most noncriminal court proceedings provides the following benefits:

- Gives participants options for appearance locations, including their homes or workplaces
- Saves time, cost of travel, and the need to miss work or arrange childcare
- Provides easy access for those with physical disabilities or who live far from the courthouse
- Offers predetermined, convenient video conference locations to be set up for users without access to needed equipment
- Provides individuals in custody the ability to appear in civil matters, reducing costs for the state and the person in custody
- Enables safety by reducing physical altercation between litigants and/or person in custody since participants are remote

#### ***Benefits for Intelligent Chat***

Intelligent Chat provides the following benefits:

- Provides more interactive assistance for court users, especially for Self-Represented Litigants
- Court users do not have to search multiple court webpages to identify information, forms, or services
- Increases court efficiency in triaging self-help assistance and answering frequently asked questions, thus giving court staff more time to assist court users with more complex and individualized questions

- Potential to reduce lines at the court houses if the general public by using the chatbot to provide the information and instructions to proper resources
- Increase access to the public by enable more channels of communications (i.e., webchat, mobile device chat, email, voice integrated devices, etc.)
- Opens opportunity to enable additional self-help services such as appointment scheduling, information

### ***Benefits for Voice to Text Translation***

Voice to Text Translation provides the following benefits:

- Enhances access in multiple languages conveniently, without court users having to wait for an interpreter, family member, or friend to translate for them in non-courtroom proceedings
- Allows court staff to print out the conversation for later reference by the court user, and to serve as reference of the information given
- Enhances information available at self-help centers

### ***Benefits for Business Intelligence/Data Analytics using Identity Access Management***

- Promoting the digital court by automating and streamlining how data is collected and aggregated. Once collected, information can be more easily and efficiently provided to the Governor, Legislature and the public.
- Business intelligence & data analytics can be used to help identify areas for improvement for both online and in court services. In developing measures, the branch and courts can identify and make decisions on which services need additional resources to support the public or which services that may need alternative access means like mobile devices.
- Using data analytics can help measure key performance indicators like number of cases, caseloads per judge, case type effort and durations, enables courts to plan resources or identify potential areas for improvement.
- Provides a means to support data driven decision making and enabling faster response. Collection of real time data to operational statuses with applied analytics can alert court staff of potential issues.
- Enables ability to assess how to improve services across the branch.
- Enables the branch to use data to look forward and make predictions rather than simply reporting on history.
- Reduces workload for branch employees who manually manages the collection of information and production of reports.

Identity and access management is a requirement to enable data sharing and data protection. One of the greatest fears with data sharing is having data distributed to unauthorized recipients. Enabling an identity and access management system ensures only authorized recipients are allowed access to the data. It helps address issues on how to grant access, track who has access, and how to revoke access to information in a standardized manner. To ensure courts and programs have the ability to manage access controls, Phase 1 is needed to design, integrate and test IAM with their existing system and authentication control systems. Phase 1 will execute on the recommendations from the 2018-19 BI/DA and IAM work streams.

These programs will provide the branch with proven methods and tools for improving remote and modernized access to the courts for Californians. Expanding the use of technology in this manner will

improve efficiency and increase access to justice, supporting a key tenet of the Chief Justice's 3D Access vision initiative.

**Cost Detail**

Of the four initiatives, the remote video initiative has the more mature technology and will be ready for production deployment starting in 2019-20 through 2021-22. The second most mature technology is business intelligence/data analytics which is currently being piloted at Orange Superior Court. Intelligent chat and voice to text translation initiatives are emerging technologies and less mature. Due to this fact, we require more time to design and plan for the enterprise infrastructure and anticipate readiness for courts to start adopting these technologies beginning in 2020-21 after a pilot phase in 2019-20. The cost to implement the program, and the cost to move into an operational environment in the four areas identified is not fully known, but will be finalized during Phase One (Pilot) of each of the initiatives.

**Table 1: Summary Program Cost**

	2019-20	2020-21
<b>Full Time Staff Costs</b>	\$1,248,621	\$1,248,621
<b>Remote Video Hearings</b>	\$852,500	\$77,500
<b>Intelligent Chat</b>	\$240,000	
<b>Voice to Text Translation</b>	\$37,500	
<b>BI/DA and IAM Services</b>	\$3,634,824	\$459,824
	<b>\$6,013,445</b>	<b>\$1,785,945</b>
	<b>Total Cost</b>	<b>\$7,799,390</b>

The pilot phase and support for their broadened productizing and operationalization across the branch will require continued support that is the responsibility of the Judicial Council Information Technology (JCIT) office and will need to be funded. Workload analysis (Attachment 1) has concluded that seven full-time staff costs across all three initiatives include the following:

**Table 2: Summary Program Staffing**

	Intelligent Chat Initiative	Voice to Text Translation Initiative	Remote Video Hearings Initiative	BI/DA/IAM Initiative	Total Full Time Staff
<b>Senior Business Systems Analyst</b> -• Uses BI/DA platform to develop analytical models to address use cases and scenarios to support courts and programs • Develop program policies and procedures • Prepares and maintains communications plans • Develop standard data design and integration to be used as a reference model for future court and program enrollments • Maintains functional design documentation	.5	.5		1	2

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<b>Senior Application Developer-</b> Develop the solutions to be implemented	1				1
<b>Senior Technical Analyst</b> • Implements and maintains the BI/DA and IAM platforms • Supports technical integration with courts and programs enrollment • Provide operational and maintenance support		1	1	1	3
<b>IT Architect (Enterprise Architect)</b> • Provide architectural consults for courts and programs • Perform research and analysis to support integration with courts and programs • Provide architectural oversight and leads design and integration of BI/DA and IAM into courts and program systems • Ensures BI/DA are aligned with enterprise direction and standards • Identify and develop new standards related to the BI/DA and IAM				1	1
<b>Total</b>	1.5	1.5	1	3	7

*Proof of Concept Phase 2018-19*

The proof of concept efforts for each initiative is being conducted in the current fiscal year (2018-19) and will include an assessment of what funding would be necessary to achieve the more robust pilot program and implementation efforts. There has been innovation grant funding relative to video hearings and avatars (in the computer world, an avatar specifically refers to a character that represents an online user) starting in 2017-18, which was provided to individual courts. This program will leverage these innovation projects—and any other—existing pilot efforts (such as the Video Remote Interpreting (VRI) Pilot) to minimize costs. Initial cost estimates for future phases of programs are being leveraged from innovation grant outcomes. There is no money being requested for FY18-19.

*Phase One (Pilot) 2019-20*

Estimates to initially deploy **remote video appearances** to 20 courtrooms in up to 5 courts are based on the Video Remote Interpreting (VRI) Pilot cost estimate, as the VRI Pilot is akin in scope to the Futures Commission Remote Video Appearances initiative and uses the same technology.

Estimates to create the statewide foundation for **intelligent chat** and **voice to text translation** initiatives are based on pricing information available on public websites. The pilot phase includes initial costs for subscription services that provide these technologies. The result of this pilot phase, including workload metrics, and a more extensive feasibility study and analysis, will provide the final cost for going from pilot to adoption of 5 to 10 courts per initiative, planned for in 2020-21.

Estimates for the BI/DA and IAM come directly from the goals established by the ITAC workstream for implementing the pilot program. Goals include:

- Review and assess the results and outcomes from the 2018-19 data analytics workstream.
- Review and assess the results and outcomes from the 2018-19 identity and access management workstream.
- Evaluate and recommend technology platforms for business intelligence, data analytics and identity and access management for the branch.
- Setup and establish a BI/DA and IAM platform to enable data analysis and sharing for the branch, the courts, and JCC departments.
- Enroll up to 5 courts onto the BI/DA and IAM platform.
- Enroll JCC programs with the greatest business intelligence and analytic needs onto a shared platform (i.e. Office of Court Research, Budget Services, Branch Accounting and Procurement, Legal Services, CFCC, Criminal Justice Services, etc.).
- Integrate identity and access management with selected business applications.

**Table 3: Detailed Phase 1 Cost Estimates**

		2019-20	2020-21
<b>Remote Video Hearings</b>		<b>\$1,025,955</b>	<b>\$250,955</b>
Staff Costs		\$173,455	\$173,455
Infrastructure at the courts <u>per phase</u> for confidential room: Provider Court Studio Space - Set up @\$7,000 per each of 5		\$38,500	\$3,500
--one-time equipment and maintenance			
An integrated courtroom <sup>1</sup> at each \$15,000 - \$25,000 per courtroom		\$550,000	\$50,000
--up to 20 courtrooms at up to 5 courts	\$25,000		
--one-time equipment and maintenance			
<i>software endpoint</i> <sup>2</sup>	\$1,000		
AVERAGE PER COURT for 5 courts <u>per phase</u> with mobile endpoints and 10% maintenance	\$12,000	\$264,000	\$24,000
<b>Intelligent Chat</b>		<b>\$500,168</b>	<b>\$260,168</b>
Staff Costs		\$260,168	\$260,168
2,000,000 Text conversations per month per application	<i>Unit price: \$0.002</i>	\$240,000	
--up to 5 applications			
<b>Voice to Text Translation</b>		<b>\$297,678</b>	<b>\$260,178</b>
Staff Costs		\$260,178	\$260,178
Translation devices	<i>Unit price: \$300</i>	\$7,500	
--up to 25 devices			
Monthly subscription service per month per device --up to 25 devices	<i>Unit price: \$100</i>	\$30,000	
<b>BI/DA and IAM</b>		<b>\$4,189,644</b>	<b>\$1,014,644</b>
Staff Costs		\$554,820	\$554,820
<i>Vendor Services &amp; Consulting</i>			
Vendors will be used to help establish BI/DA and integrated pilot courts and programs in Phase 1 to help develop an approach that existing staff can perform for Phase 2 and Phase 3		\$3,175,000	
<i>Cloud Hosting Services</i>			
Services are estimated to support pilot courts and programs for first phase		\$459,824	\$459,824
<b>Phase One (Pilot) Estimated cost:</b>		<b>\$6,013,445</b>	<b>\$1,785,945</b>



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- 1- The "integrated courtroom" is where the video remote technology is implemented inside the courtroom.
- 2- An "endpoint" is for the person who will be video conferencing remotely into the courtroom from a location outside of the courtroom.

*Deployment and Production Implementation Future Phases 2020-21 and 2021-22*

Based on the success of Phase One (Pilot), additional funds will be requested to continue expansion of the four initiatives. During the next phases, we will continue to deploy **remote video appearances** to additional courts, using the lessons learned from the initial deployments started in the pilot phase 2019-20 and 2020-21.

We also anticipate that the architecture for **intelligent chat, voice to text translation and BI/DA with IAM** initiatives to be ready for court adoption starting in 2020-21 with the additional costs known.

The above narrative is summarized in Table 5 below:

**Table 5.**

	FY 2019-20	FY 2020-21
<b>Remote Video Hearings Initiative</b>	20 courtrooms are deployed in up to 5 courts based on geography	Another 20 courtrooms are deployed in up to 5 courts based on geography
<b>Intelligent Chat Initiative</b>	· Create the enterprise foundation for the branch	· Adoption of 5 to 10 courts
	· 2,000,000 text conversations per application (i.e. jury services, SRL services, traffic ticket services) per month per court	· 2,000,000 text conversations per application (i.e. jury services, SRL services, traffic ticket services) per month per court
<b>Voice to Text Translation Initiative</b>	· Create the enterprise foundation for the branch	· Adoption of 5 to 10 courts
	· Translation devices --up to 25 devices	· Up to 25 devices per court
	· Monthly subscription service per month per device --up to 25 devices	
<b>Business Intelligence and Data Analytics Platform</b>	· Procure BI/DA software/services platform	· Enroll an additional 5 to 10 courts/programs onto the branch wide BI/DA platform
	· Implement and establish branch wide BI/DA platform recommendation from workstream	· Select additional use cases and develop analytical models
	· Enroll and Integrate up to pilot 5 courts onto BI/DA platform	

	<ul style="list-style-type: none"> <li>Pilot integration with JCC programs with the highest data analytics needs</li> </ul>	
	<ul style="list-style-type: none"> <li>Design and develop analytical models for recommended use cases</li> </ul>	
Identity and Access Management	<ul style="list-style-type: none"> <li>Procure identity and access management for branch wide integration</li> </ul>	<ul style="list-style-type: none"> <li>Integrate IAM to additional 5 to 10 courts/programs</li> </ul>
	<ul style="list-style-type: none"> <li>Integrate IAM with 5 courts</li> </ul>	
	<ul style="list-style-type: none"> <li>Integrate IAM with JCC programs</li> </ul>	
	<ul style="list-style-type: none"> <li>Integrate IAM</li> </ul>	

The pilot/first phase and support for their broadened productizing and operationalization across the branch will require continued support that is the responsibility of the Judicial Council Information Technology (JCIT) office and will need to be funded.

**E. Outcomes and Accountability**

Following the Chief's directive, ITAC added each of these initiatives to its 2018 Annual Agenda. Cost and progress for each initiative will be tracked through their respective workstreams. In addition to the quarterly Futures Commission reports, ITAC will submit quarterly reports to the Judicial Council Technology Committee, as well as to the Judicial Council's Executive Office.

**Table 6.**

Workload Measure	Projected Outcomes		
	FY 18/19	FY 19/20	FY 20/21
<b>Futures Commission Technology Initiatives</b>	<b>Provide quarterly reports to the Futures Commission</b>	<b>Provide quarterly reports to the Futures Commission</b>	<b>Provide quarterly reports to the Futures Commission</b>
<b>Remote Video Hearings -Deployed technology in courtrooms</b>	ITAC workstream getting set-up and launched	20 courtrooms are deployed in up to 5 courts	Another 20 courtrooms are deployed in up to 5 courts
		Survey courts and document facility requirements for video installation	Update previous prioritization based on already deployed courtrooms and updated needs

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			Prioritize courts' needs based on pre-defined criteria and on ability to re-engineer and resource availability	Procure remote video equipment for another 20 courtrooms
			Procure remote video equipment for 20 courtrooms	Install and test another 20 courtrooms with remote video equipment
			Install and test 20 courtrooms with remote video equipment	Create and deliver training for the deployed courts' court staff and judicial officers
			Create and deliver training for the deployed courts' court staff and judicial officers	
<b>Intelligent Chat – Proof of concept for assessing, planning and designing the foundation for this technology</b>	ITAC workstream getting set-up and launched		2,000,000 Text conversations per month per application -up to 5 application	
			Define and document develop strategy and use cases for Intelligent Chat	
			Hire development team for design and technical sessions	
			Identify and monitor a series of court proofs of concepts (POCs) to assess technology readiness for various use cases (e.g., Court of Appeal, E-Filing, Self-Help)	
			Identify collaboration opportunities with Innovation Grants awardees	
			Identify readily available technology solutions that support program objectives	
			Identify key performance indicators and benchmark before/after success	
			Capture learnings and report findings	

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		Procure intelligent chat services and build out platform for court deployment	
<b>Voice to text translation services – Proof of concept for assessing, planning and designing the foundation for this technology</b>	ITAC workstream getting set-up and launched	Translation devices- up to 25 devices	
		Define and document translation services requirements, including % of accuracy, speed of translation, etc.	
		Test and validate solutions for voice translation services. Select best fit per requirements	
		Procure translation equipment and services for pilot courts	
<b>Business Intelligence and Data Analytics Platform</b>	Orange County Superior Court Pilot	Procure BI/DA software/services platform	Enroll an additional 5 to 10 courts/programs onto the branch wide BI/DA platform
	Workstream to review results and findings from the data analytics innovations grant. Identity use cases and scenarios where BI/DA can be applied	Implement and establish branch wide BI/DA platform recommendation from workstream	Select additional use cases and develop analytical models

	Identify problems and opportunities at courts and branch where BI/DA can be useful	Enroll and Integrate up to pilot 5 courts onto BI/DA platform	Perform assessment to determine if existing infrastructure can support additional enrollments and if current staff level can maintain and support system, courts and programs
	Assess available technology platforms	Pilot integration with JCC programs with the highest data analytics needs	
	Make recommendations on branch wide strategy and technology platform	Design and develop analytical models for recommended use cases	
<b>Identity and Access Management</b>	Workstream to define and develop strategy on branch wide identity and access management	Procure identity and access management for branch wide integration	Integrate IAM to additional 5 to 10 courts/programs
	Workstream to make recommendations on branch wide IAM platform	Integrate IAM with 5 courts	
		Integrate IAM with JCC programs	

Upon implementation and expansion of these innovative technologies, courts and court users will experience lower/more transparent court costs and streamlined services. The Judicial Council positions will promote, enable, and assist full court participation in these programs.

**F. Analysis of All Feasible Alternatives**

**Alternative # 1:** Status Quo (each court on their own-should they have the resources to support these initiatives). No statewide infrastructure for intelligent chat, voice to text translation services nor business intelligence and data analytics to serve as a foundation for new statewide public services. And each court operates on their own for remote video appearances. To continue with the status quo will lead to disparate solutions for some superior courts and no remote video appearances for most noncriminal court proceedings.

Pros:

- No additional General Fund costs.

Cons:

- Higher overall cost to the branch with each superior court initiating their own remote video and self-help solutions, should they have the resources to support an effort.
- No statewide foundation for intelligent chat nor voice to text translation services.
- Smaller courts may never be able to offer remote video appearances.
- More customizations, less standardization.
- Fails to provide easier access to justice for self-represented litigants.
- Lost opportunities to potentially reduce operational costs, improve efficiency, improve effectiveness, and improve services to the public.

**Alternative # 2** Provide \$14.35 million General Fund in 2019-20, which includes \$6.54 million of one-time funding for software, equipment and consulting services, and \$7.81 million in ongoing funding for maintenance and twelve full-time staff positions. The positions will coordinate, develop, implement, and support the pilot deployments of remote video in up to 40 courtrooms, and the creation, implementation and deployment of the enterprise foundation for intelligent chat, natural language voice-to-text translation services, and business intelligence/data analytics through fiscal years 2021-22. Following phase one, further deployment of remote video in an additional 40 courtrooms, deployment of an additional 10-20 courts with intelligent chat, deployment of additional 10-20 courts with voice to text translation devices and an additional 10-20 courts/programs with business intelligence and data analytics using identity and access management.

Pros:

- Allows ITAC to follow the Chief's directive to its fullest.
- Provides resources to establish the foundation for statewide infrastructure to support the four initiatives.
- Minimizes onboarding costs for courts.
- The foundation for intelligent chat and voice to text translation services will be established as local courts and the technology will be fully tested and ready to deploy statewide to other courts.
- Up to 5 of the most remote courts would offer some remote video appearances to the public who otherwise would continue to find it challenging to appear at court proceedings.
- Promotes a standards-based approach for self-help processes statewide.
- Improves the ease of use for customers who need to transact with multiple courts.
- Forty proposed courtrooms (in up to 10 courts) would be able to offer remote video appearances.
- Allows for branch wide tracking of remote video appearances and self-help processes, statistics, and metrics.
- Intelligent chat and voice to text translation pilot court(s) set the statewide standards for self-help
- Establishes a BI/DA and IAM platform for the branch, the courts and the JCC programs.
- Enables improved data sharing for the branch, the courts, and the JCC programs.
- Establishes a repeatable integration framework for other courts and JCC programs to mirror.
- Establishes a framework for more sophisticated data analysis of court data.
- Establishes a framework for improved data access and control of programmatic data.
- Funding for Phase 1 will support the enrollment of 10-20 additional courts/programs for Phase 2.

Cons:

- Higher General Fund costs.
- Compressed timelines increase cost and risk to implementation timelines.
- Integration with existing legacy systems could be a challenge.
- Courts may not have resources to accommodate compressed timelines.

**Alternative #3:** Provide \$10.2 million General Fund in 2019-20, which includes \$5 million of one-time funding for software, equipment and consulting services, and \$5.2 million in ongoing funding for maintenance and twelve full-time staff positions. The positions will coordinate, develop, implement, and support the pilot deployments of remote video in up to 20 courtrooms, and the creation of the enterprise foundation for intelligent chat, natural language voice-to-text translation services and business intelligence/data analytics using identity and access management in 2019-20. Following the success of pilot phase, the twelve on-going positions would support remote video courtrooms and implementation, support and maintenance of the intelligent chat, voice to text translation, and business intelligence and data analytics initiatives, while also developing future requests to allow for additional court adoptions.

Pros:

- Lower General Fund costs.
- The foundation for intelligent chat and voice to text translation services would be local and could serve as the starting point or “demonstration” for a statewide self-help solution.
- Up to 5 of the most remote courts would offer some remote video appearances to the public who otherwise would continue to find it challenging to appear at court proceedings.
- Provides resources to establish the foundation for statewide infrastructure to support the four initiatives.
- Promotes a standards-based approach for self-help processes statewide.
- Improves the ease of use for customers who need to transact with multiple courts.
- Twenty proposed courtrooms (in up to 5 courts) would be able to offer remote video appearances
- Allows for branch wide tracking of remote video appearances and self-help processes, statistics, and metrics.
- Intelligent chat and voice to text translation pilot court(s) set the statewide standards for self-help
- Establishes a BI/DA and IAM platform for the branch, the courts and the JCC programs
- Enables improved data sharing for the branch, the courts, and the JCC programs.
- Establishes a framework for improved data access and control of programmatic data.
- Establishes a repeatable integration framework for other courts and JCC programs to repeat

Cons:

- Integration with existing legacy systems could be a challenge
- Requires additional General Fund resources.

**Alternative #4:** Provide \$7.8 million General Fund one-time in 2019-20, which includes \$4.23 million for software, equipment and consulting services, and \$3.57 million for maintenance and seven full-time staff positions. The positions will coordinate, develop, implement, and support the pilot deployments of remote video in up to 20 courtrooms, and the creation of the enterprise foundation for intelligent chat, natural language voice-to-text translation services and business intelligence/data analytics using identity and access management in 2019-20. Following the success of pilot phase, the seven on-going positions would support remote video courtrooms and implementation, support and maintenance of the intelligent chat, voice to text translation, and business intelligence and data analytics initiatives, while also developing future requests to allow for additional court adoptions.

Pros:

- Lower General Fund costs.
- The foundation for intelligent chat and voice to text translation services would be local and could serve as the starting point or “demonstration” for a statewide self-help solution.
- Up to 5 of the most remote courts would offer some remote video appearances to the public who otherwise would continue to find it challenging to appear at court proceedings.
- Provides base level resources to establish the foundation for statewide infrastructure to support the four initiatives.
- Promotes a standards-based approach for self-help processes statewide.
- Improves the ease of use for customers who need to transact with multiple courts.
- Twenty proposed courtrooms (in up to 5 courts) would be able to offer remote video appearances
- Allows for branch wide tracking of remote video appearances and self-help processes, statistics, and metrics.
- Intelligent chat and voice to text translation pilot court(s) set the statewide standards for self-help
- Establishes a BI/DA and IAM platform for the branch, the courts and the JCC programs

- Enables improved data sharing for the branch, the courts, and the JCC programs.
- Establishes a framework for improved data access and control of programmatic data.
- Establishes a repeatable integration framework for other courts and JCC programs to repeat

Cons:

- Shared program resources may create resource constraints and implementation delays
- Integration with existing legacy systems could be a challenge
- Requires additional General Fund resources.

**G. Implementation Plan**

The workplans for each initiative envision a multi-phased approach in which quick, small-scale, investigative proofs-of-concepts will be deployed in three to six months prior to conducting larger and more formalized pilot projects, before full implementation into a production environment. This strategy allows ITAC and the project evaluation teams to quickly learn about potential uses and deployment of the technologies in controlled environments, before transitioning to JCIT for production implementation. The *Proof of Concept Phase* will be funded through existing budget including existing Judicial Council staff resources (General Fund) and volunteers from courts with subject matter expertise in these areas. This phase will provide quick but limited information in 2018-19. Funding for the *Phase One (Pilot)* in 2019-20 will provide for more formalized and extensive piloting, some initial deployments, data for statewide implementations, and initial support to productize and operationalize the program. Funding for the *Future Phases (Deployment and Production Implementation)* will implement, operationalize, and provide ongoing support of these initiatives into a production environment for all judicial branch entities.

The following table summarizes the plan for implementation and court adoption for each of the initiatives:

	2018-19	2019-20	2020-21 and beyond
	<b>Proof of Concept and Analysis</b>	<b>Phase One (Pilot)</b>	
<b>Remote Video Hearings</b>	Proof of concept (POC) to provide quick but limited information	After the POC, implement technology in 20 courtrooms in up to 5 courts	
		Courtrooms for implementation will be determined based on geographical need	
<b>Intelligent Chat</b>	Proof of concept to provide quick but limited information	After the POC, create the enterprise foundation for the branch; and submit request for future court adoption	Adoption of 5 to 10 courts
<b>Voice to Text Translation</b>	Proof of concept to provide quick but limited information	After the POC, create the enterprise foundation for the branch; and submit request for future court adoption	Adoption of 5 to 10 courts
<b>BI/DA and IAM</b>	Evaluate and assess the results and outcomes from the 2018-19 data analytics workflow	Procure services and software for the BI/DA and IAM platform	Integrate BI/DI and IAM to 5 courts/ programs



<p>Evaluate and assess the results and outcomes from the 2018-19 identity and access management workflow</p>	<p>Provision and configure the BI/DA and IAM platform foundation</p>
<p>Develop requirements for procurement</p>	<p>Per each court, vendor will work with court SMEs and JCC staff to help:</p> <ul style="list-style-type: none"> <li>- Define and establish data sharing use cases and analytic requirements</li> <li>- Design and develop standardized data structure and integration approach</li> <li>- Design, develop and test analytics, reports and dashboards</li> <li>-Design, develop, configure and test data collection and integration between court data sources and the BI/DA platform -</li> <li>Integrate IAM with the court and the BI/DA platform</li> <li>- Test and validate data sharing integration</li> <li>-Transition courts to BI/DA program support</li> </ul>
<p>Identify and select use cases to be included in the initial BI/DA and IAM platform</p>	<p>Per each JCC Program, vendor will work with program SMEs and JCC staff to help:</p> <ul style="list-style-type: none"> <li>- Define and establish BI/DA use cases and analytic requirements</li> <li>- Design and developed standardized data structure and integration approach</li> <li>- Design, develop and test analytics, reports and dashboards</li> <li>- Design, develop, configure and test data collection and integration between JCC program data sources and the BI/DA platform</li> <li>- Integrate IAM with JCC programs and BI/DA platform</li> <li>- Transition programs to BI/DA program support</li> </ul>
<p>Select the BI/DA and IAM platform to be deployed to support scope of work</p>	

**H. Supplemental Information**

Please refer to Attachment 2: 2017 Futures Commission Report, and more specifically to *Chapter Five: Technology Recommendations* starting on page 211. The **video remote hearings, intelligent chat technology** and **voice-to-text translation** initiatives, are three of the seven recommendations to expand the use of technology in the courts to improve efficiency and enhance access addressed in this chapter.

**I. Recommendation**

The Judicial Council recommends adoption of Alternative #4, with a one-time General Fund augmentation of \$7.8 million in 2019-20 which will support seven positions implementing a multi-phased program for intelligent chat, video remote hearings, and natural language voice-to-text translation services in support of Futures Commission Recommendation 5.1 directed by the Chief Justice and business intelligence and data analytics using Identity management in support of JCTC strategic goal of Advancing the Digital Court. Expanding the use of technology in this manner will improve efficiency and increase access to justice, supporting a key tenet of the Chief Justice's 3D Access vision initiative, the *Judicial Branch Strategic Plan*, and *Tactical Plan for Technology*.

**WORKLOAD ANALYSIS WORKSHEET - NEW POSITIONS  
BUDGET CHANGE PROPOSAL  
FISCAL YEAR 2019-20**

<b>Office/Court:</b> Judicial Council of California						
<b>Unit:</b> Information Technology						
<b>BCP Number/Title:</b>	BI/DA and IAM	<b>Task Quantity</b>	<b>Number of Hrs. for each Task (or %of Hour)</b>	<b>Per Year/Mon th/ Week/Da y</b>	<b>Annual Hours</b>	<b>Percent of Total</b>
<b>Class Code/Title</b>	IT Architect (Enterprise Architect)					
<b>Activity N: Project Oversight and Support</b>						
<b>Task Description:(list below)</b>						
1	Participate in project management meetings	8	2.00	Month	192	
2	Prepare status reports	8	1.00	Month	96	
3	Recommend Architectural design	1	1.00	Month	12	
<b>Total Annual Hours:</b>					<b>300</b>	<b>17%</b>
<b>Activity N: Architectural support</b>						
<b>Task Description:(list below)</b>						
1	Provide architectural consults	8	4.00	Month	384	
2	Architectural Research and Support	4	2.00	Month	96	
3	Review project documentation and artifacts	4	4.00	Month	192	
<b>Total Annual Hours:</b>					<b>672</b>	<b>38%</b>
<b>Activity N: Integration Support</b>						
<b>Task Description:(list below)</b>						
1	Conduct design sessions	12	2.00	Year	24	
2	Update and create architectural documentation	8	4.00	Month	384	
3	Provide technical troubleshooting assistance	8	4.00	Month	384	
4	Train technical Analysts	1	2.00	Month	24	
<b>Total Annual Hours:</b>					<b>816</b>	<b>46%</b>
<b>Grand Total Annual Hours :*</b>					<b>1,788</b>	<b>100%</b>
<b>Full Time Equivalents Required to Complete:</b>					<b>1.0</b>	
<b>Currently Authorized Positions:</b>					<b>0.0</b>	
<b>Additional Positions Needed:</b>					<b>1.0</b>	
<b>Number of Positions Being Requested</b>					<b>1.0</b>	

\* Note: One full-time position = 1,778 hours - Percentage must equal 100% for positions.

**WORKLOAD ANALYSIS WORKSHEET - NEW POSITIONS  
BUDGET CHANGE PROPOSAL  
FISCAL YEAR 2019-20**

<b>Office/Court:</b>	Judicial Council of California				
<b>Unit</b>	Information Technology				
<b>BCP Number/Title:</b>	BI/DA and IAM				
<b>Class Code/Title</b>	Sr. Business Analyst				
		<b>Task Quantity</b>	<b>Number of Hrs. for each Task (or %of Hour)</b>	<b>Per Year/Month/Week/Day</b>	<b>Annual Hours</b>
					<b>Percent of Total</b>
<b>Activity N: Administer IAM/EFSP</b>					
<b>Task Description:(list below)</b>					
	Develop program policies and procedures for contracting, on-boarding, exiting, certification, accounting, training, grievance and issue resolution, and communication.	1	80.00	Year	80
	2 Maintain functional design documentation	1	20.00	Month	240
	3 Facilitate the maintenance of the court policy file.	1	8.00	Month	96
	4 Maintain and update standard SLA and contract documents.	1	8.00	Month	96
	5 Prepare content to support the communication plan.	2	4.00	Month	96
	6 Prepare statistical program performance reports	1	16.00	Month	192
	7 Provide policy, functional, and operational training to EFSPs and courts	2	4.00	Month	96
	8 Prepare budgets, financial analysis, and reports concerning program and service provider operations.	1	8.00	Month	96
	9 Maintain program records and contracts.	1	0.50	Day	130
<b>Total Annual Hours:</b>					<b>1,122</b>
					<b>56%</b>
<b>Activity N: Project Support</b>					
<b>Task Description:(list below)</b>					
	1 Monitor license and contract subscriptions and use.	1	1.00	Month	12
	2 Answer / resolve contract, license, and service level agreement questions / issues from payment processors, banks, courts,	4	2.00	Month	96
	3 Monitor and report on use of ancillary services for compliance with statute, policy, and rules.	1	2.00	Month	24
	4 Monitor and report on the payment processing service fees charged by EFSPs and payment processors.	1	2.00	Month	24
<b>Total Annual Hours:</b>					<b>156</b>
					<b>8%</b>
<b>Activity N: System Support</b>					
<b>Task Description:(list below)</b>					
	1 Validate data/business procedures	1	10.00	Month	120
	2 Trouble-shoot Court issues	1	20.00	Month	240
	3 Develop judicial branch datasets and analysis	1	20.00	Month	240
	4 Produce adhoc required data reporting	1	10.00	Month	120
<b>Total Annual Hours:</b>					<b>720</b>
					<b>36%</b>
<b>Grand Total Annual Hours :*</b>					<b>1,998</b>
					<b>100%</b>
<b>Full Time Equivalents Required to Complete:</b>					<b>1.1</b>
<b>Currently Authorized Positions:</b>					<b>0.0</b>
<b>Additional Positions Needed:</b>					<b>1.1</b>
<b>Number of Positions Being Requested</b>					<b>1.0</b>

\* Note: One full-time position = 1,778 hours - Percentage must equal 100% for positions.

**WORKLOAD ANALYSIS WORKSHEET - NEW POSITIONS  
BUDGET CHANGE PROPOSAL  
FISCAL YEAR 2019-20**

Office/Court:	Judicial Council of California					
Unit	Information Technology					
BCP Number/Title:	BI/DA and IAM	Task Quantity	Number of Hrs. for each Task (or %of Hour)	Per Year/Month/ Week/Day	Annual Hours	Percent of Total
Class Code/Title	Sr. Technical Analyst					
<b>Activity N: Develop and Maintain Technical Architecture</b>						
<b>Task Description:(list below)</b>						
1	Develop architecture management process	1	20.00	Year	20	
2	Design e-Filing Transactions	1	20.00	Month	240	
3	Design IAM Processing	1	80.00	Year	80	
4	Design Payment Processing	1	80.00	Year	80	
5	Identify JCC / Court Provided IP	1	20.00	Year	20	
6	Manage SME participation	1	8.00	Month	96	
7	Conduct Design Sessions	1	20.00	Month	40	
8	Document and Maintain Standards	2	8.00	Month	36	
9	Facilitate architecture change management	1	24.00	Year	24	
<b>Total Annual Hours:</b>					<b>636</b>	<b>34%</b>
<b>Activity N: Establish and Maintain Ancillary Services</b>						
<b>Task Description:(list below)</b>						
1	Maintain and manage IAM minimum configuration required for e-	2	2.00	Month	48	
2	Configure IAM Service for e-Filing Courts	1	12.00	Month	144	
3	Assist payment processing integration	1	8.00	Month	96	
<b>Total Annual Hours:</b>					<b>288</b>	<b>15%</b>
<b>Activity N: Technical Certification Ombudsman</b>						
<b>Task Description:(list below)</b>						
1	Define technical certification protocols	1	40.00	Year	40	
2	Facilitate construction and configuration of certification	1	40.00	Year	40	
3	Facilitate certification process, resolving errors and technical	1	16.00	Month	192	
4	Conduct technical research and troubleshooting to resolve disputes and error conditions in certification and e-filing	1	8.00	Month	96	
<b>Total Annual Hours:</b>					<b>368</b>	<b>20%</b>
<b>Activity N: EFM and EFSP Transition Assistance</b>						
<b>Task Description:(list below)</b>						
1	Provide technical subject matter expertise to support EFM implementation with courts.	1	80.00	Year	80	
2	Provide technical subject matter expertise to support EFSP implementation with EFMs.	3	7.00	Month	252	
3	Conduct technical research to support EFM and EFSP implementation and exit.	3	2.00	Month	72	
4	Provide technical subject matter expertise to support exit by EFSP, EFM, or court.	1	4.00	Month	48	
<b>Total Annual Hours:</b>					<b>452</b>	<b>24%</b>
<b>Activity N: Technical Contract Monitoring</b>						
<b>Task Description:(list below)</b>						
1	Monitor system performance against service level agreements for all e-filing and CMS applications	1	4.00	Month	48	
2	Work with service providers to identify and resolve compliance issues and ensure SLAs are being met.	2	16.00	Year	32	
3	Monitor and audit security of service provider operations on a regular basis.	1	4.00	Month	48	
<b>Total Annual Hours:</b>					<b>128</b>	<b>7%</b>
<b>Grand Total Annual Hours :*</b>					<b>1,872</b>	<b>100%</b>
Full Time Equivalents Required to Complete:					<b>1.1</b>	
Currently Authorized Positions:					<b>0.0</b>	
Additional Positions Needed:					<b>1.1</b>	
Number of Positions Being Requested					<b>1.0</b>	

\* Note: One full-time position = 1,778 hours - Percentage must equal 100% for positions.

**WORKLOAD ANALYSIS WORKSHEET - NEW POSITIONS  
BUDGET CHANGE PROPOSAL  
FISCAL YEAR 2019-2020**

<b>Office/Court:</b>	Judicial Council of California					
<b>Unit</b>	Information Technology					
<b>BCP Number/Title:</b>	0250-114-BCP-2019-GB/ Future Commission Directives for the Expansion of Technology in the Courts					
<b>Class Code/Title</b>	3533/ Senior Technical Analyst/ Voice to Text Translation					
		<b>Task Quantity</b>	<b>Number of Hrs. for each Task (or % of Hour)</b>	<b>Per Year/Month/Week/Day</b>	<b>Annual Hours</b>	<b>Percent of Total</b>
<b>Activity Name:</b>	<b>Research and Analysis</b>					
<b>Task Description: (list below)</b>						
1.	Evaluate new voice to text products	5	50.00	year	250	
2.	Perform network operation system performance analysis and use of utilities to resolve problems	5	0.50	week	130	
3.	Resolve problems regarding hardware, operation systems software, enterprise applications, VPNs, network security	5	2.00	week	520	
<b>Total Annual Hours:</b>					<b>900</b>	<b>48%</b>
<b>Activity Name:</b>	<b>Consultation</b>					
<b>Task Description: (list below)</b>						
1.	Provides a variety of technical support services, including network security analysis to system administrators	2	45.00	year	90	
2.	Collaborates with contract personnel in establishing maintenance contract specifications for hardware, software, and network infrastructure	2	10.00	year	20	
3.	Maintains currency with latest technologies and applies updates to hardware and software	1	20.00	month	240	
<b>Total Annual Hours:</b>					<b>350</b>	<b>19%</b>
<b>Activity Name:</b>	<b>Project Management</b>					
<b>Task Description: (list below)</b>						
1.	Coordinates the implementation of new and upgraded hardware and software in support of the voice to text translation services across the branch	5	5.00	year	25	
2.	Attend project team meetings to ensure communication and recommend resolution to issues	1	1.00	week	52	
<b>Total Annual Hours:</b>					<b>77</b>	<b>4%</b>
<b>Activity Name:</b>	<b>Judicial Council Committee Support</b>					
<b>Task Description: (list below)</b>						
1.	Provide SME expertise for committee projects/workstreams to assist with strategic decision making on voice to text translation services, infrastructure and products	4	125.00	year	500	
2.	Assist with writing, analysis and Voice to text translation services expertise in writing budget/funding proposals	1	50.00	year	50	
<b>Total Annual Hours:</b>					<b>550</b>	<b>29%</b>
<b>Grand Total Annual Hours :*</b>					<b>1,877</b>	<b>100%</b>
<b>Full Time Equivalents Required to Complete:</b>					<b>1.0</b>	
<b>Currently Authorized Positions:</b>						
<b>Additional Positions Needed:</b>					<b>1.0</b>	
<b>Number of Positions Being Requested</b>					<b>1.0</b>	

\* Note: One full-time position = 1,856 hours - Percentage must equal 100% for positions.

**WORKLOAD ANALYSIS WORKSHEET - NEW POSITIONS  
BUDGET CHANGE PROPOSAL  
FISCAL YEAR 2019-2020**

Office/Court:		Judicial Council of California				
Unit		Information Technology				
BCP Number/Title:		0250-114-BCP-2019-GB/ Future Commission Directives for the Expansion of Technology in the Courts				
Class Code/Title		3533/Senior Technical Analyst/ Remote Video Hearings				
		Task Quantity	Number of Hrs. for each Task (or % of Hour)	Per Year/Month/Week/Day	Annual Hours	Percent of Total
<b>Activity Name:</b>		<b>Research and Analysis</b>				
<b>Task Description: (list below)</b>						
1.	Evaluate new video products	1	25.00	year	25	
2.	Maintains currency with latest technologies and applies updates to hardware and software	5	0.50	week	130	
3.	Resolve problems regrading hardware, operation systems software, enterprise applications, VPNs, network security	10	2.00	week	1,040	
<b>Total Annual Hours:</b>					<b>1,195</b>	<b>64%</b>
<b>Activity Name:</b>		<b>Deployment</b>				
<b>Task Description: (list below)</b>						
1.	Provides a variety of technical support services, including network security analysis to system administrators	5	50.00	year	250	
2.	Perform network operation system performance analysis and use of utilities to resolve problems	2	10.00	year	20	
3.	Maintains currency with latest technologies and applies updates to hardware and software	1	25.00	month	300	
<b>Total Annual Hours:</b>					<b>570</b>	<b>31%</b>
<b>Activity Name:</b>		<b>Project Management</b>				
<b>Task Description: (list below)</b>						
1.	Coordinates the implementation of new and upgraded hardware and software in support of the remote video services across the branch	10	5.00	year	50	
2.	Attend project team meetings to ensure communication and recommend resolution to issues	1	1.00	week	52	
<b>Total Annual Hours:</b>					<b>102</b>	<b>5%</b>
<b>Grand Total Annual Hours :*</b>					<b>1,867</b>	<b>100%</b>
<b>Full Time Equivalents Required to Complete:</b>					<b>1.0</b>	
<b>Currently Authorized Positions:</b>						
<b>Additional Positions Needed:</b>					<b>1.0</b>	
<b>Number of Positions Being Requested</b>					<b>1.0</b>	

\* Note: One full-time position = 1,856 hours - Percentage must equal 100% for positions.

**WORKLOAD ANALYSIS WORKSHEET - NEW POSITIONS  
BUDGET CHANGE PROPOSAL  
FISCAL YEAR 2019-2020**

Office/Court:		Judicial Council of California						
Unit		Information Technology						
BCP Number/Title:		0250-114-BCP-2019-GB/ Future Commission Directives for the Expansion of Technology in the Courts		Task Quantity	Number of Hrs. for each Task (or % of Hour)	Per Year/Month/Week/Day	Annual Hours	Percent of Total
Class Code/Title		3495/ Senior Business Systems Analyst/Intelligent Chat						
<b>Activity Name:</b>		<b>Intelligent Chat Program Administration</b>						
<b>Task Description:</b> (list below)								
1.	Define the strategy, requirements, and policy for the intelligent chat program. Identify opportunities and make recommendations for tactical and strategic implementations	1	60.00	year	60			
2.	Solution best practices, policies, and procedures	1	60.00	year	60			
3.	Document procedures that adhere to requirements and policies	1	60.00	year	60			
4.						FALSE		
<b>Total Annual Hours:</b>						<b>180</b>	<b>10%</b>	
<b>Activity Name:</b>		<b>Intelligent Chat Planning</b>						
<b>Task Description:</b> (list below)								
1.	Provide business analysis, including building knowledge-base/data for system intelligence	10	40.00	year	400			
2.	Requirements Development	20	40.00	year	800			
3.	Meeting/communications with courts and justice partners/vendors/users	20	1.00	year	20			
4.						FALSE		
<b>Total Annual Hours:</b>						<b>1,220</b>	<b>66%</b>	
<b>Activity Name:</b>		<b>Judicial Council Committee Work</b>						
<b>Task Description:</b> (list below)								
1.	Provide Intelligent Chat analysis and SME expertise for committee projects/workstreams to assist with strategic decision making on Intelligent Chat products	4	100.00	year	400			
2.	Assist with writing, analysis and Intelligent Chat expertise in writing Judicial Branch BCP's	1	50.00	year	50			
3.						FALSE		
4.						FALSE		
<b>Total Annual Hours:</b>						<b>450</b>	<b>24%</b>	
<b>Activity Name:</b>								
<b>Task Description:</b> (list below)								
1.						FALSE		
2.						FALSE		
3.						FALSE		
4.						FALSE		
<b>Total Annual Hours:</b>						<b>0</b>	<b>0%</b>	
<b>Grand Total Annual Hours :*</b>						<b>1,850</b>	<b>100%</b>	
<b>Full Time Equivalentents Required to Complete:</b>						<b>1.0</b>		
<b>Currently Authorized Positions:</b>								
<b>Additional Positions Needed:</b>						<b>1.0</b>		
<b>Number of Positions Being Requested</b>						<b>1.0</b>		

\* Note: One full-time position = 1,856 hours - Percentage must equal 100% for positions.



**WORKLOAD ANALYSIS WORKSHEET - NEW POSITIONS  
BUDGET CHANGE PROPOSAL  
FISCAL YEAR 2019-2020**

Office/Court:		Judicial Council of California						
Unit		Information Technology						
BCP Number/Title:		0250-114-BCP-2019-GB/ Future Commission Directives for the Expansion of Technology in the Courts		Task Quantity	Number of Hrs. for each Task (or % of Hour)	Per Year/Month/Week/Day	Annual Hours	Percent of Total
Class Code/Title		3482/ Senior Application Developer/ Intelligent Chat						
<b>Activity Name:</b>		<b>Research and Analysis</b>						
<b>Task Description:</b> (list below)								
1.	Evaluate new intelligent chat products	5	50.00	year	250			
2.	Develop technical design and architecture	5	0.50	week	130			
3.	Solution development	6	3.00	week	936			
<b>Total Annual Hours:</b>							<b>1,316</b>	<b>72%</b>
<b>Activity Name:</b>		<b>Consultation</b>						
<b>Task Description:</b> (list below)								
1.	Collaborates with contract personnel in establishing maintenance contract specifications for hardware, software, and network infrastructure	2	10.00	year	20			
2.	Maintains currency with latest technologies and applies updates to hardware and software	1	20.00	month	240			
<b>Total Annual Hours:</b>							<b>260</b>	<b>14%</b>
<b>Activity Name:</b>		<b>Project Management</b>						
<b>Task Description:</b> (list below)								
1.	Coordinates the implementation of new and upgraded hardware and software in support of the intelligent chat implementation across the branch	10	5.00	year	50			
2.	Attend project team meetings to ensure communication and recommend resolution to issues	1	1.00	week	52			
<b>Total Annual Hours:</b>							<b>102</b>	<b>6%</b>
<b>Activity Name:</b>		<b>Judicial Council Committee Work</b>						
<b>Task Description:</b> (list below)								
1.	Provide Intelligent Chat analysis and SME expertise for committee projects/workstreams to assist with strategic decision making on	1	125.00	year	125			
2.	Assist with writing, analysis and Intelligent Chat expertise in writing budget/funding proposals	1	30.00	year	30			
<b>Total Annual Hours:</b>							<b>155</b>	<b>8%</b>
<b>Grand Total Annual Hours :*</b>							<b>1,833</b>	<b>100%</b>
<b>Full Time Equivalents Required to Complete:</b>							<b>1.0</b>	
<b>Currently Authorized Positions:</b>								
<b>Additional Positions Needed:</b>							<b>1.0</b>	
<b>Number of Positions Being Requested</b>							<b>1.0</b>	

\* Note: One full-time position = 1,856 hours - Percentage must equal 100% for positions.

# BCP Fiscal Detail Sheet

BCP Title: Business Intelligence and Data Analytics

BR Name: 0250-106-BCP-2019-GB

## Budget Request Summary

	CY	BY	FY19 BY+1	BY+2	BY+3	BY+4
Salaries and Wages						
Earnings - Permanent	0	643	0	0	0	0
<b>Total Salaries and Wages</b>	<b>\$0</b>	<b>\$643</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total Staff Benefits	0	350	0	0	0	0
<b>Total Personal Services</b>	<b>\$0</b>	<b>\$993</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Operating Expenses and Equipment						
5301 - General Expense	0	80	0	0	0	0
5302 - Printing	0	6	0	0	0	0
5304 - Communications	0	6	0	0	0	0
5306 - Postage	0	3	0	0	0	0
5320 - Travel: In-State	0	9	0	0	0	0
5322 - Training	0	5	0	0	0	0
5324 - Facilities Operation	0	72	0	0	0	0
5340 - Consulting and Professional Services - External	0	4,330	0	0	0	0
5344 - Consolidated Data Centers	0	10	0	0	0	0
<b>Total Operating Expenses and Equipment</b>	<b>\$0</b>	<b>\$4,521</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total Budget Request</b>	<b>\$0</b>	<b>\$5,514</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Fund Summary</b>						
Fund Source - State Operations						
0001 - General Fund	0	5,514	0	0	0	0
<b>Total State Operations Expenditures</b>	<b>\$0</b>	<b>\$5,514</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total All Funds</b>	<b>\$0</b>	<b>\$5,514</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Program Summary</b>						
Program Funding						
0140010 - Judicial Council	0	5,514	0	0	0	0
<b>Total All Programs</b>	<b>\$0</b>	<b>\$5,514</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Personal Services Details**

Salaries and Wages

VR00 - Various (Eff. 07-01-2019)

**Total Salaries and Wages**

	CY	BY	BY+1	BY+2	BY+3	BY+4
	0	643	0	0	0	0
<b>Total Salaries and Wages</b>	<b>\$0</b>	<b>\$643</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Staff Benefits

5150900 - Staff Benefits - Other

**Total Staff Benefits**

**Total Personal Services**

	0	350	0	0	0	0
<b>Total Staff Benefits</b>	<b>\$0</b>	<b>\$350</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total Personal Services</b>	<b>\$0</b>	<b>\$993</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

# BCP Fiscal Detail Sheet

BCP Title: Futures Commission IT Directives

BR Name: 0250-114-BCP-2019-GB

## Budget Request Summary

	FY19					
	CY	BY	BY+1	BY+2	BY+3	BY+4
Salaries and Wages						
Earnings - Permanent	0	617	0	0	0	0
<b>Total Salaries and Wages</b>	<b>\$0</b>	<b>\$617</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total Staff Benefits	0	340	0	0	0	0
<b>Total Personal Services</b>	<b>\$0</b>	<b>\$957</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Operating Expenses and Equipment						
5301 - General Expense	0	79	0	0	0	0
5302 - Printing	0	6	0	0	0	0
5304 - Communications	0	7	0	0	0	0
5306 - Postage	0	3	0	0	0	0
5320 - Travel: In-State	0	9	0	0	0	0
5322 - Training	0	5	0	0	0	0
5324 - Facilities Operation	0	72	0	0	0	0
5344 - Consolidated Data Centers	0	10	0	0	0	0
5346 - Information Technology	0	278	0	0	0	0
54XX - Special Items of Expense	0	853	0	0	0	0
<b>Total Operating Expenses and Equipment</b>	<b>\$0</b>	<b>\$1,322</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total Budget Request</b>	<b>\$0</b>	<b>\$2,279</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Fund Summary

Fund Source - State Operations						
0001 - General Fund	0	1,426	0	0	0	0
<b>Total State Operations Expenditures</b>	<b>\$0</b>	<b>\$1,426</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Fund Source - Local Assistance						
0001 - General Fund	0	853	0	0	0	0
<b>Total Local Assistance Expenditures</b>	<b>\$0</b>	<b>\$853</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
<b>Total All Funds</b>	<b>\$0</b>	<b>\$2,279</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Program Summary

Program Funding						
0140010 - Judicial Council	0	1,426	0	0	0	0
0150010 - Support for Operation of Trial Courts	0	853	0	0	0	0

**Total All Programs**

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**\$0**

**\$2,279**

**\$0**

**\$0**

**\$0**

**\$0**

**Personal Services Details**

Salaries and Wages

VR00 - Various (Eff. 07-01-2019)

**Total Salaries and Wages**

	CY	BY	BY+1	BY+2	BY+3	BY+4
	0	617	0	0	0	0
<b>Total Salaries and Wages</b>	<b>\$0</b>	<b>\$617</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Staff Benefits

5150900 - Staff Benefits - Other

**Total Staff Benefits**

	0	340	0	0	0	0
<b>Total Staff Benefits</b>	<b>\$0</b>	<b>\$340</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Total Personal Services**

<b>Total Personal Services</b>	<b>\$0</b>	<b>\$957</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
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