

Court Technology Framework Checklist

Business

strategy

governance

capabilities

culture

performance

1. **Strategy** - Does the court have a strategic business plan that provides direction and guides business decisions?
 - a. Does the court have a formalized strategic business planning process?
 - b. Does the court governance committee review plan progress as an agenda item regularly or at least annually?
2. **Governance** - Is there a formal Information Technology (aka IT, MIS or IS) Governance committee that approves and sets the priorities for IT?
 - a. Is this committee made up of stakeholders such as administrators, department heads, clerk of the court, judges and other system users?
 - b. Does this committee hold regularly scheduled meetings, known to the court and stakeholders?
 - c. Can anyone by-pass or change the priorities set by this committee?
 - d. Do the priorities established through IT Governance align with court priorities?
3. **Governance** - Is the Chief Information Officer (person responsible for court technology) a member of the Senior Management Team?
4. **Governance** – Is there a continuity of operations plan (COOP) for the court to hold court and operations in another location if necessary?
 - a. Is there a COOP contact and staffing plan setting forth responsibilities of each member of the COOP Team?
 - b. Is the CIO a member of that Team?
 - c. Has the CIO created a continuity of operations plan (COOP) for technology operations and infrastructure?
5. **Capabilities** - Does the court have a project management office that implements and enforces project management standards and processes in addition to technology standards?
6. **Capabilities** – Are there sufficient IT resources to:
 - a. support operations, and;
 - b. assign resources to strategic business plan priorities?
7. **Performance** - Does the court have methods of measuring organizational performance, business unit performance, project performance and individual performance that tie back to the court's mission, goals and objectives identified in the planning process?
8. **Culture** – Does the court instill its mission, goals, objectives, values, policies and standards in all judges and court personnel as a part of orientation and on-going training?

Applications

component design

internal data sharing

external data sharing

9. **Component Design** - Are applications acquired and/or developed in accordance with the priorities established by the governance committees?
10. **Component Design** - Are software solutions acquired and/or developed through participation of end users including justice system partners?
11. **Component Design** - Are users adequately trained in the use and capabilities of applications?
12. **Internal Data Sharing** - Do software applications produce the operations and performance information required for managers and governance?
13. **Internal Data Sharing** - Are application components acquired and/or developed according to standards to achieve data sharing among those components, reducing data entry, redundancy and error?
14. **External Data Sharing** - Are application components acquired and/or developed according to standards to achieve data sharing between and among external systems?

Data Management

logical data model

categorization

access / sharing

quality / integrity

15. **Logical Data Model** - Has the data in your system been mapped to individual business functions creating a logical data model in accordance with generally accepted IT practices?
16. **Categorization** - Has the data been categorized according to its value and frequency of access?
17. **Access/Sharing** - Has the data been classified in terms of sharing, public access, privacy and associated with access rights?
18. **Data Quality and Integrity** - Have methods been developed to validate the data, judge its consistency, timeliness, integrity and verify appropriateness for specific uses?

Technology Infrastructure

hardware

systems software

network

facilities

19. **Hardware** – Do you have a hardware refresh cycle for all hardware (computers, servers, networking hardware, etc.) whereby each unit is replaced in less than six years?
20. **Systems Software** - Are all of system software requirements identified and documented?
 - a. Application code is documented and archived, and;
 - b. Licensing documentation maintained.
21. **Network** - Are network requirements documented (including network performance requirements such as bandwidth)?
22. **Facilities** - Are facility requirements necessary to support the technology infrastructure documented?