



# *National Training Event*

## **The Court Technology Framework . . . Leveraging Technology and Standards to Deliver Business Value**

**NIEM National Training Event  
October 1, 2009**





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## **Introductions**

### **Tyrone Harvey**

Assistant Director, Applications Technology, New Jersey Courts

### **Marlene Martineau**

Director Marketing and Communications, New Dawn Technologies

### **Larry Murphy**

Court Technology Consultant, NCSC

### **Jim Harris**

Senior Court Technology Associate, NCSC



## Outline

- Business Drivers and Objectives
- Overview of the Court Technology Framework
- Examples
- Perspectives / Panel Discussion
- Wrap-up / Questions

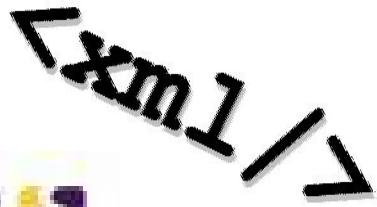
## Joint Technology Committee (JTC)

- Established by:
  - Conference Of State Court Administrators (COSCA)
  - National Association for Court Management (NACM)
  - National Center for State Courts (NCSC)
- Charged with providing guidance to the courts community in development of standards and more effective use of technology
- Rely on Court Information Technology Officer Consortium (CITOC) for technical guidance and expertise
- NCSC Technology Division provides assistance with facilitation and technical expertise

## Challenges

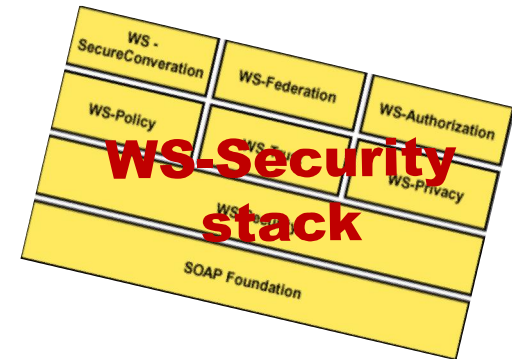
- Constant stream of emerging technologies and technical standards
- Understanding the big picture
- Keeping focus on business goals and ever-changing business requirements
- Seizing opportunities to leverage use of technology

## Technologies and Standards



CMS  
Functional  
Standards

LegalXML  
ECF



Justice  
Reference  
Architecture

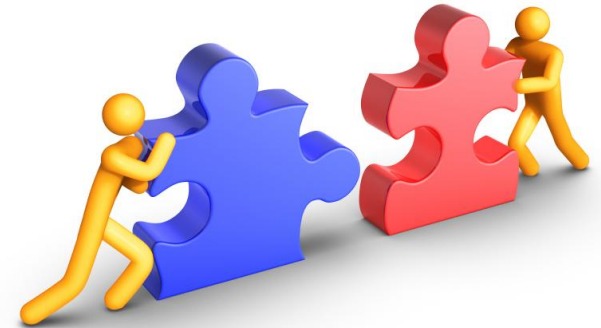


SOA



## The Big Picture

- Many questions for courts and their IT managers to ponder:
  - What systems should I have in place?
  - What provisions should I make for sharing information with external partners?
  - What infrastructure should be deployed to support those systems and interfaces?
  - What are best practices in change management to overcome cultural barriers?
  - etc, etc, etc



## Keep the Focus on Business Goals

- Promote alignment of IT initiatives with business goals
- Technology doesn't really matter - unless it's:
  - Solving a business problem
  - Helping to achieve a business goal more efficiently
  - Helping to achieve a business goal more effectively
- IT strategy should be business driven
- Sounds good in theory, but how?
- We should still find ways to leverage technology, even if those opportunities are not apparent

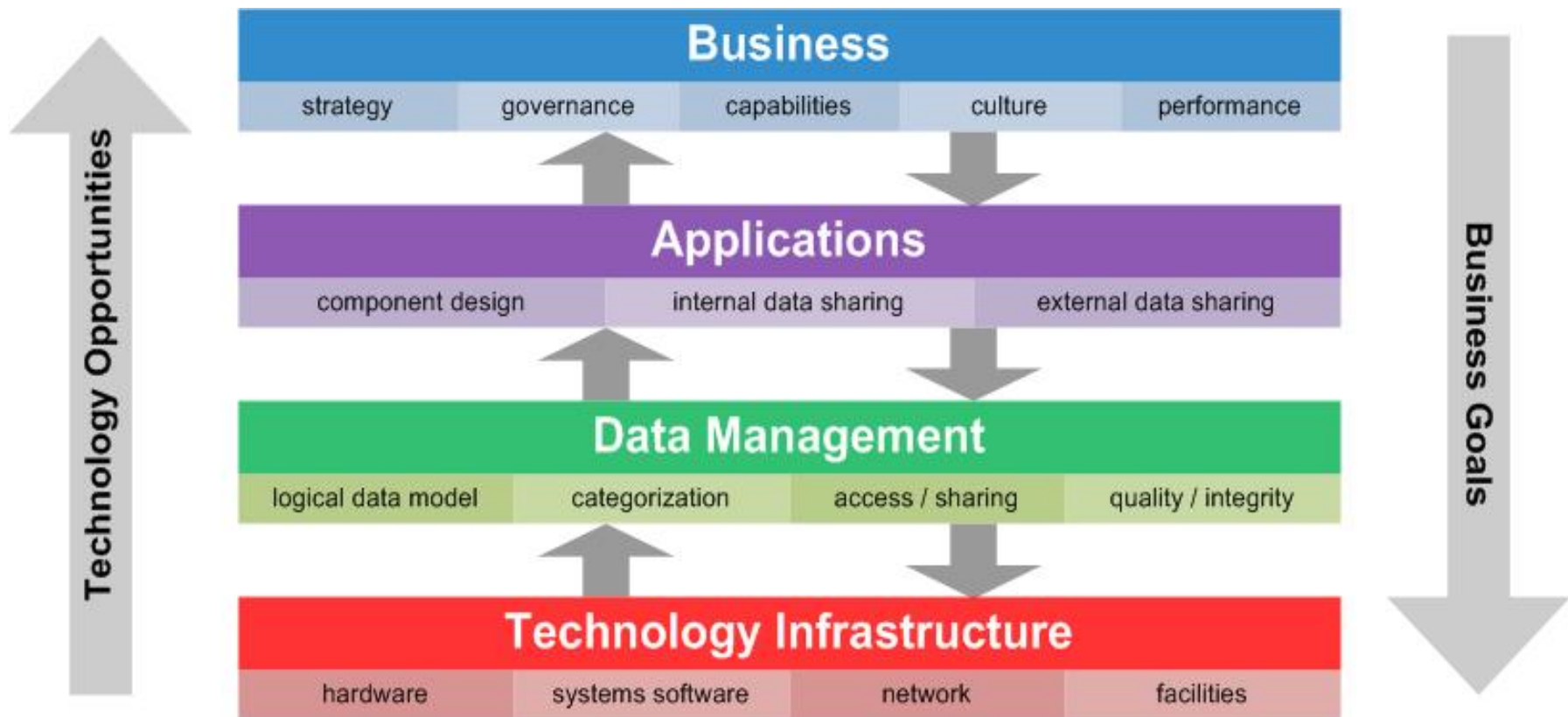


## JTC Directive

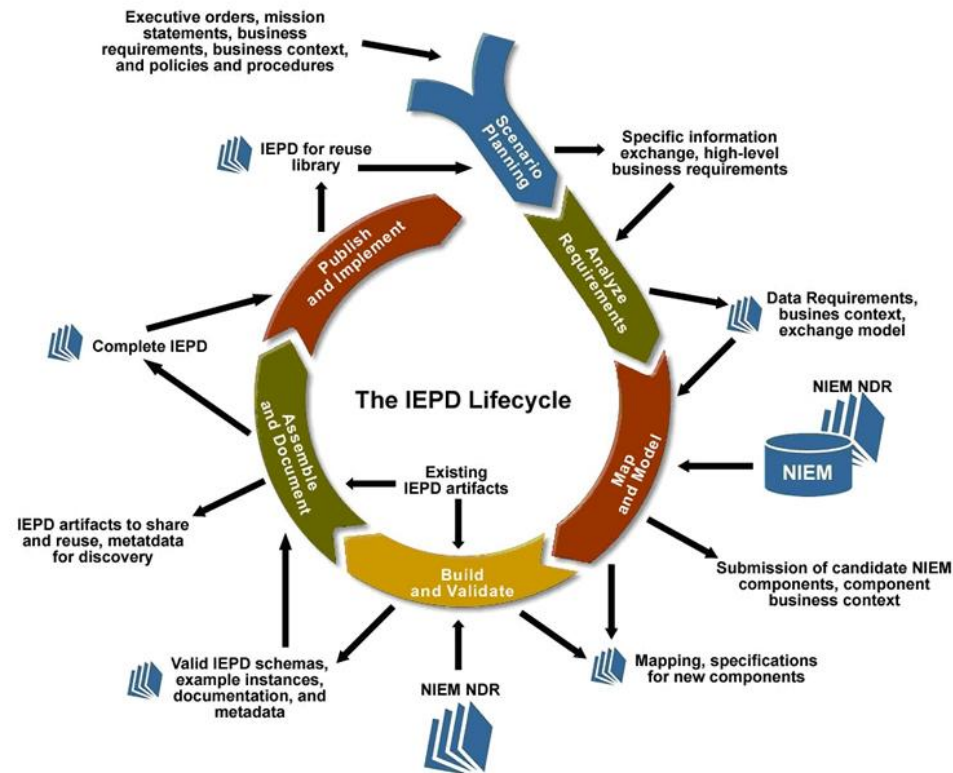
Develop a technology framework that will:

1. Provide an organized view of the increasingly complex landscape of technologies and related standards
2. Define a standard set of components and interfaces that make up a comprehensive court IT environment
3. Help courts more readily identify opportunities for improved efficiency and cost savings through the use of technology
4. Promote alignment of IT initiatives with business goals of the court

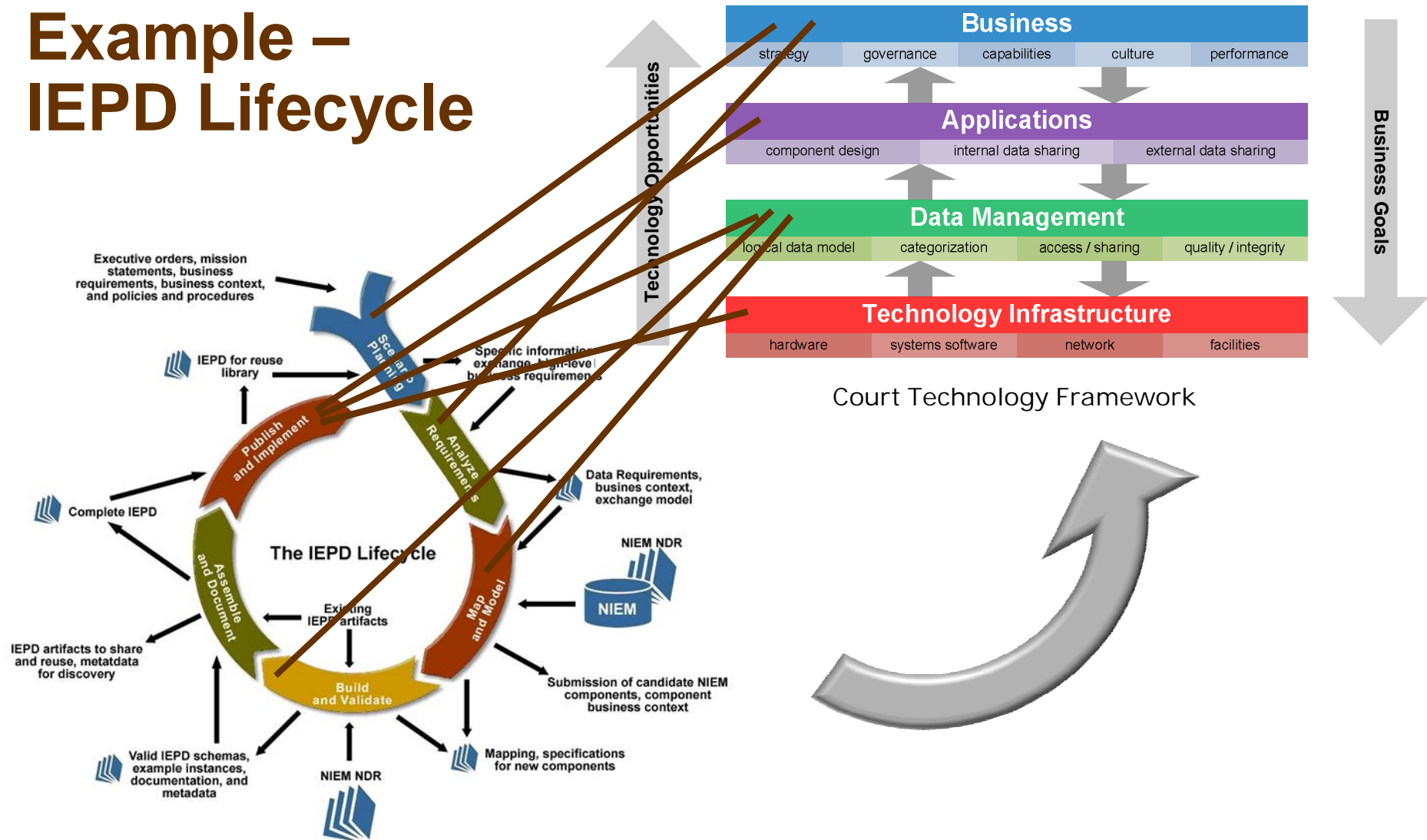
## The Court Technology Framework



## Example – IEPD Lifecycle

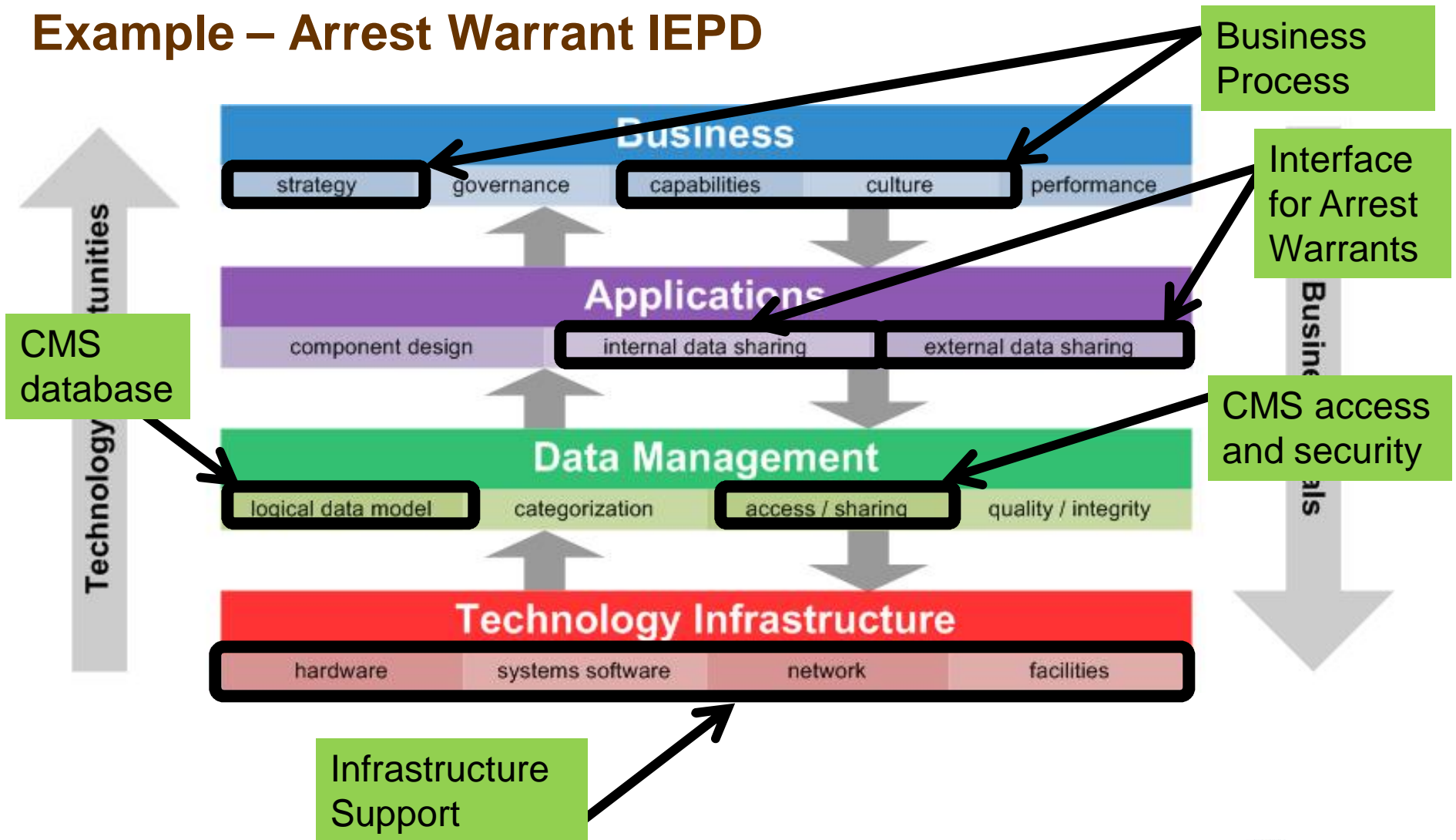


## Example – IEPD Lifecycle



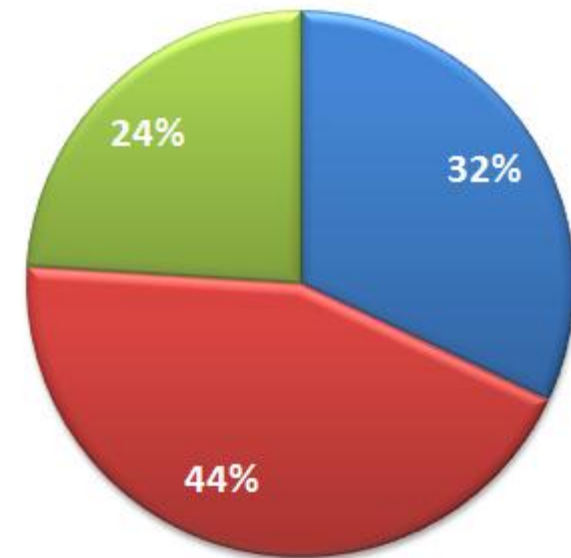


## Example – Arrest Warrant IEPD



## Why should a court manager care?

- Success/failure of IT projects
- Time and budget
- Readiness to adapt to change



*2009 Standish Group study*

- successful (on time, on budget, fully functional)
- challenged (late, over budget, less than promised functionality)
- failed (cancelled or never used)



## Why should an IT manager care?

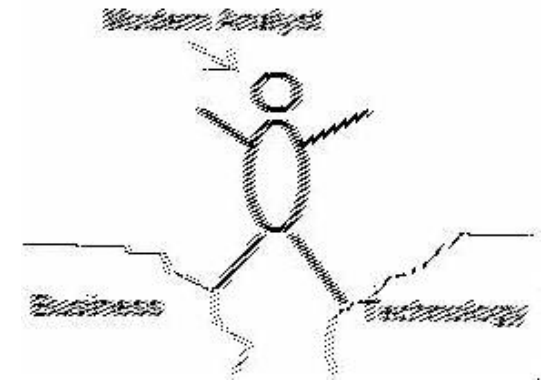
- Get on same wavelength with customers
- Better communication between court staff and IT staff
  - Talk the same language
  - Helps convey design choices and why
- Aid the transition of functional requirements to the technical solution

## Why should developers and system architects care?

- Better communication between users, designers, and developers
- Facilitate understanding among business managers of the wide range of considerations involved in implementing technology
- More readily identify interface requirements
- Encourage component based approach

## Why should a Business Analyst Care?

- Communication between users and system designers
- Logical partitioning of business functions
- Decoupling of application modules
- Identify and clearly define requirements and scope



## Why should a software vendor care?

- Share common language
- Opportunity to better frame and articulate requirements
  - Better RFPs
  - Better proposals
- Provide roadmap for customers
- Improve end product
- Technical Support

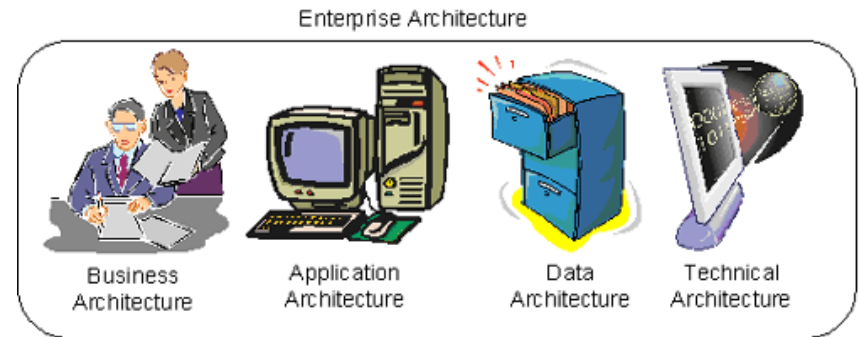
## What about information sharing?

- Standardized interfaces
- More readily identify integration points
- Incorporate national initiatives
  - NIEM – National Information Exchange Model
  - Reference IEPDs – Information Exchange Package Documentation
  - JRA - Justice Reference Architecture



## Isn't this just an Enterprise Architecture?

- New Jersey Example
- NASCIO EA Program

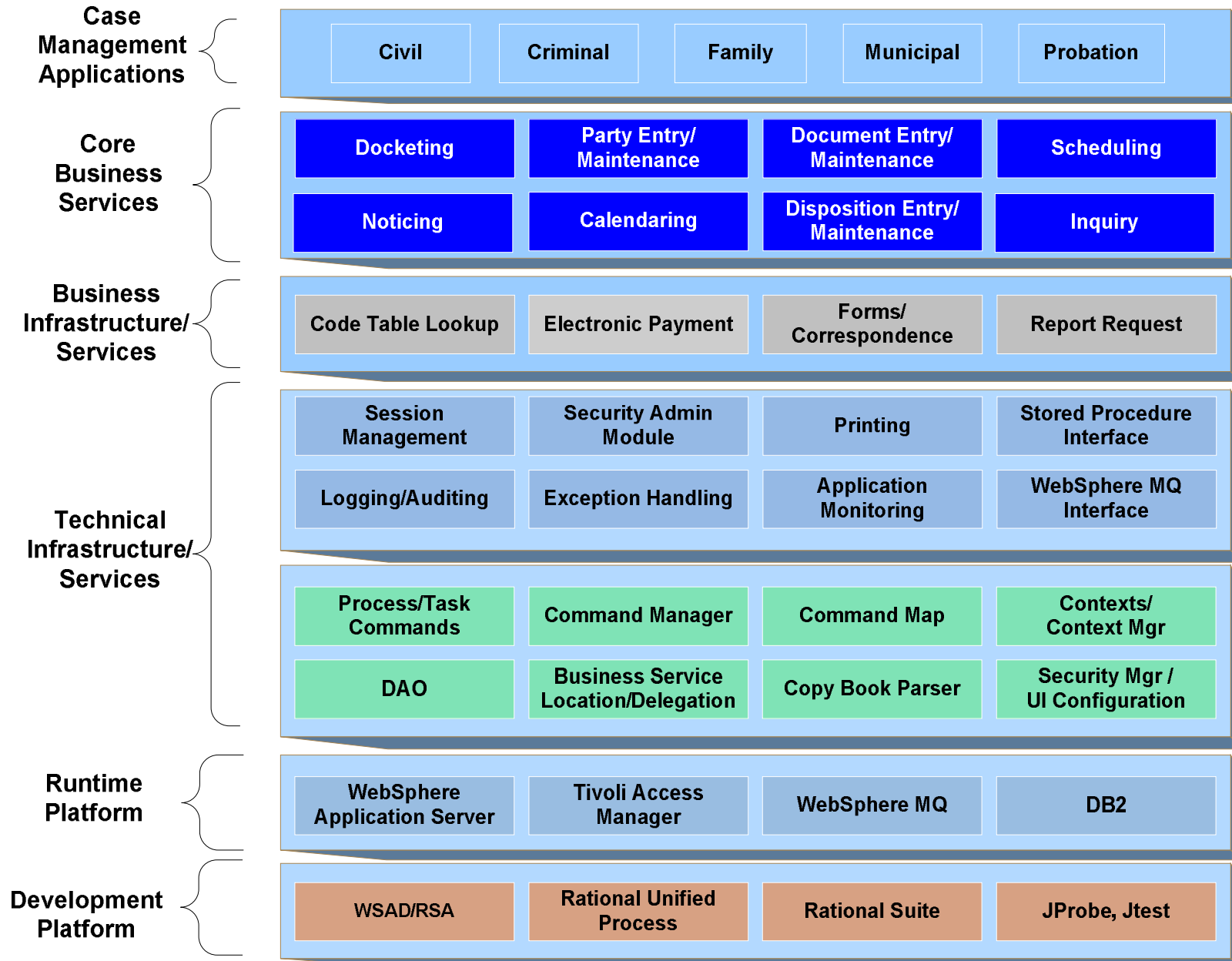


\* From *The Open Group Architecture Framework (TOGAF)*

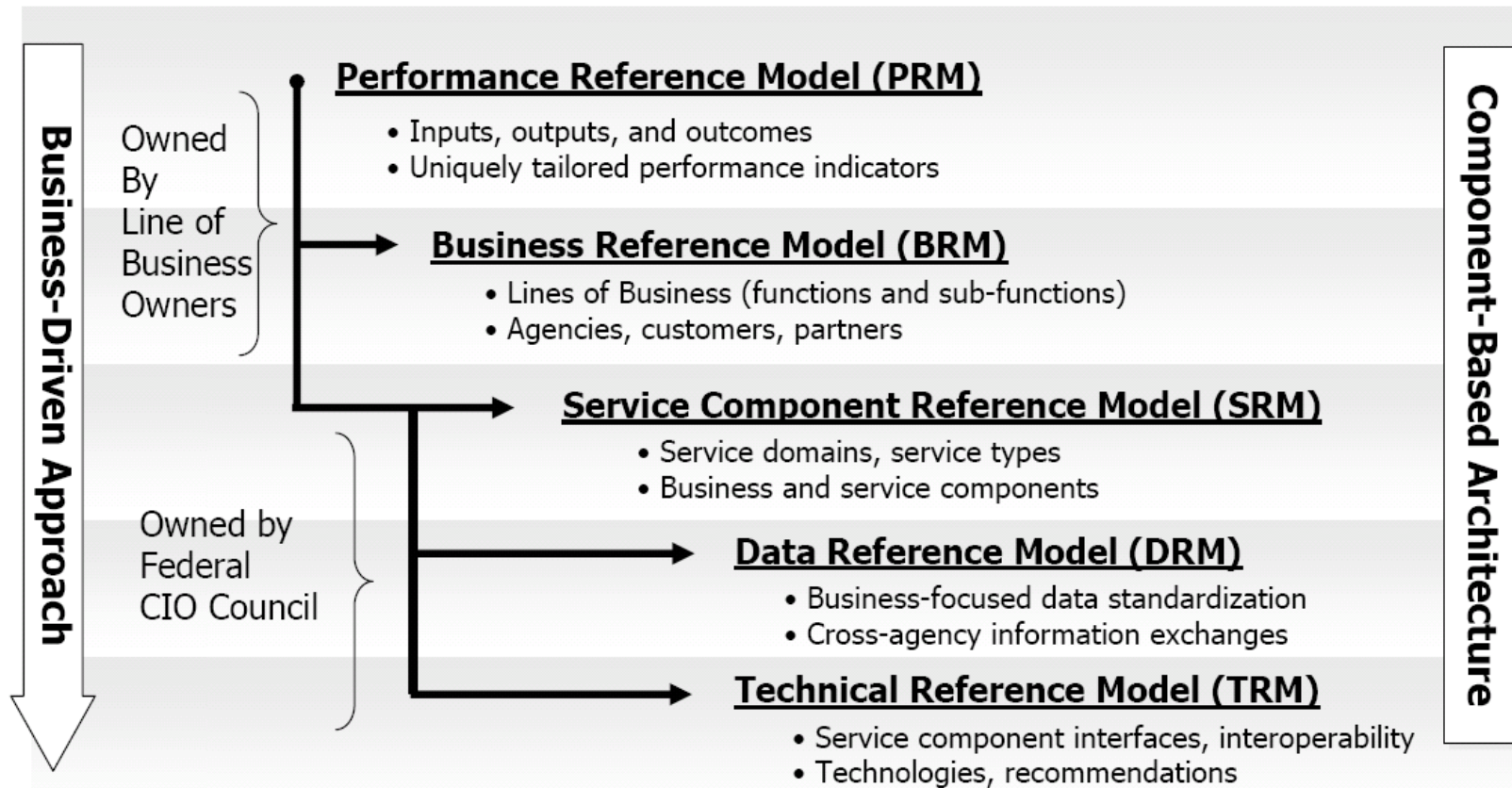
- Federal Enterprise Architecture (FEA)
- Not all courts have Enterprise Architects on staff
- Plan to compare and cross-reference select EAs



# New Jersey Courts Business and Infrastructure Services Architecture

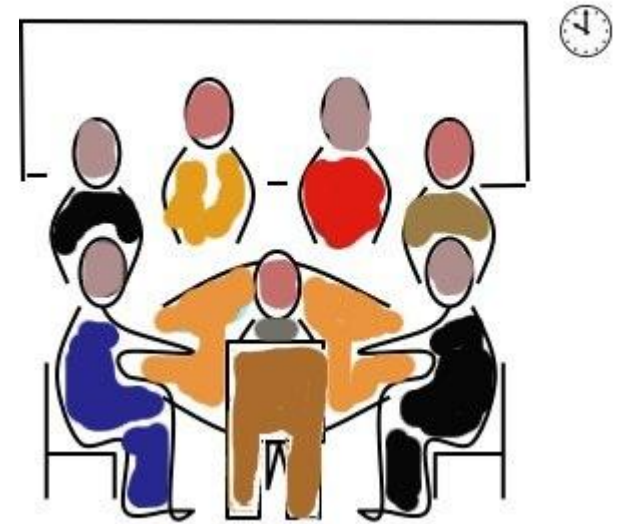


## Federal Enterprise Architecture



## What next?

- CTF Working Group to include:
  - Administrators from large and small courts
  - Judges
  - IT managers (CITOC)
  - Vendor community (FACT)
- Possible tasks/products:
  - Overlay existing JTC projects into the framework
  - Identify and prioritize capabilities and candidates for standardized court services
  - Explore modularity in design of court applications to reduce dependence on proprietary monolithic enterprise systems
  - Develop strategy for outreach and education relating to the CTF



## Questions?



### **Tyrone Harvey**

Assistant Director, Applications Technology  
New Jersey Courts

[tyrone.harvey@judiciary.state.nj.us](mailto:tyrone.harvey@judiciary.state.nj.us)

### **Larry Murphy**

Court Technology Consultant  
National Center for State Courts

[lmurphy498@gmail.com](mailto:lmurphy498@gmail.com)

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Director Marketing and Communications  
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[mmartineau@newdawntech.com](mailto:mmartineau@newdawntech.com)

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[jharris@ncsc.org](mailto:jharris@ncsc.org)