

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

Court Technology Conference  
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# Introductions

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# Joint Technology Committee (JTC)

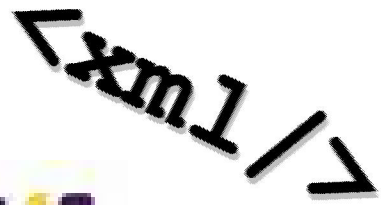
- Established to provide guidance to the courts community in development of standards and more effective use of technology
- Representatives from:
  - Conference Of State Court Administrators (COSCA)
  - National Association for Court Management (NACM)
  - Judicial appointments by the National Center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



# Challenges we face in implementing technology solutions

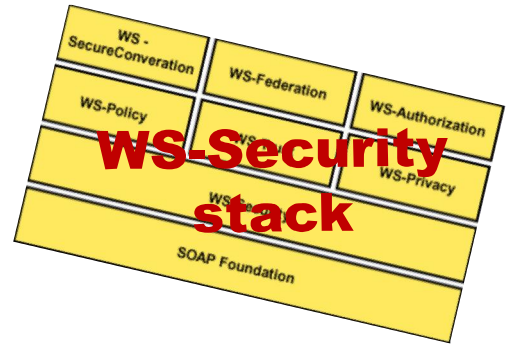
- Never-ending stream of emerging technologies and technical standards?
- Understanding the big picture
- Seizing opportunities to leverage use of technology
- Keeping focus on business goals and ever-changing business requirements

# 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?
  - . . .



# Keep the Focus on Business Goals

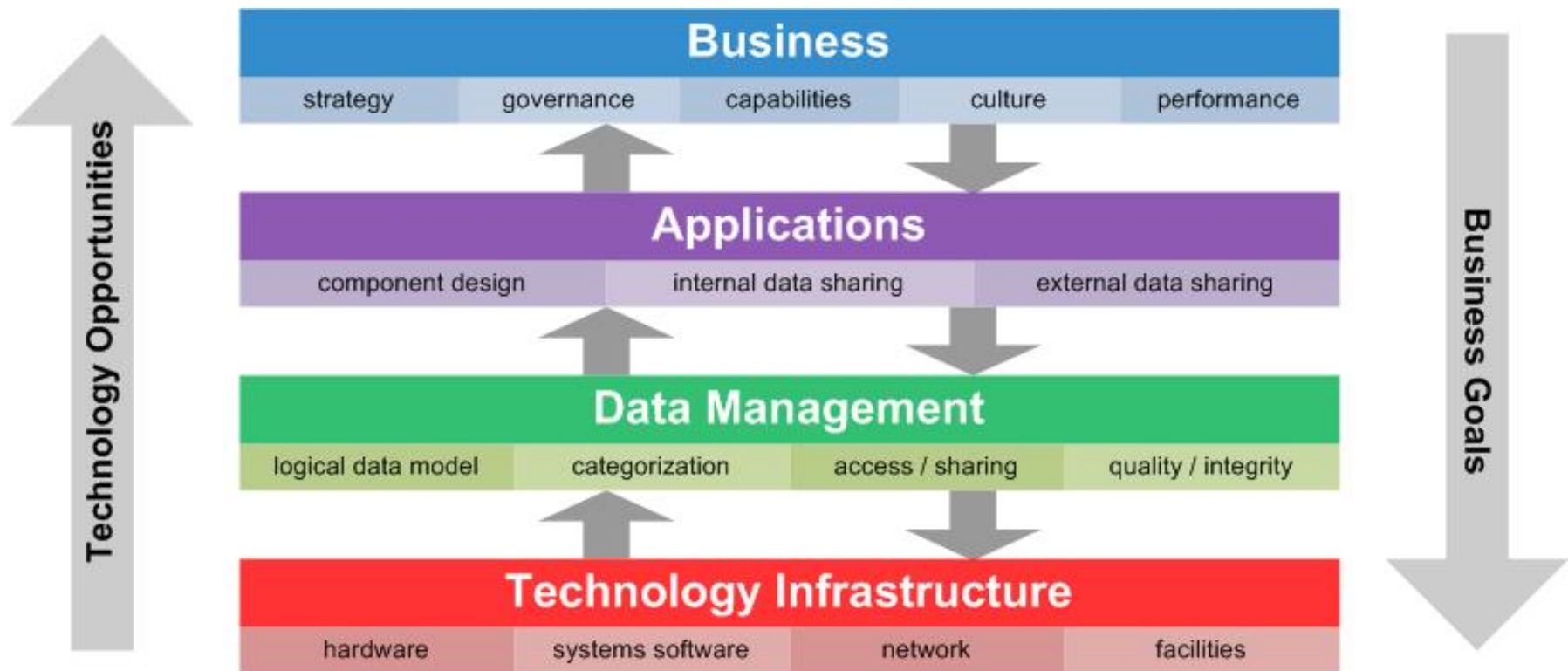
- Promote alignment of IT initiatives with business goals
- Technology doesn't really matter - unless it's:
  - Solving a business problem
  - Helping to achieve a business goal more efficiently
  - Helping to achieve a business goal more effectively
- IT strategy should be business driven
- Sounds good 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 for courts that will:

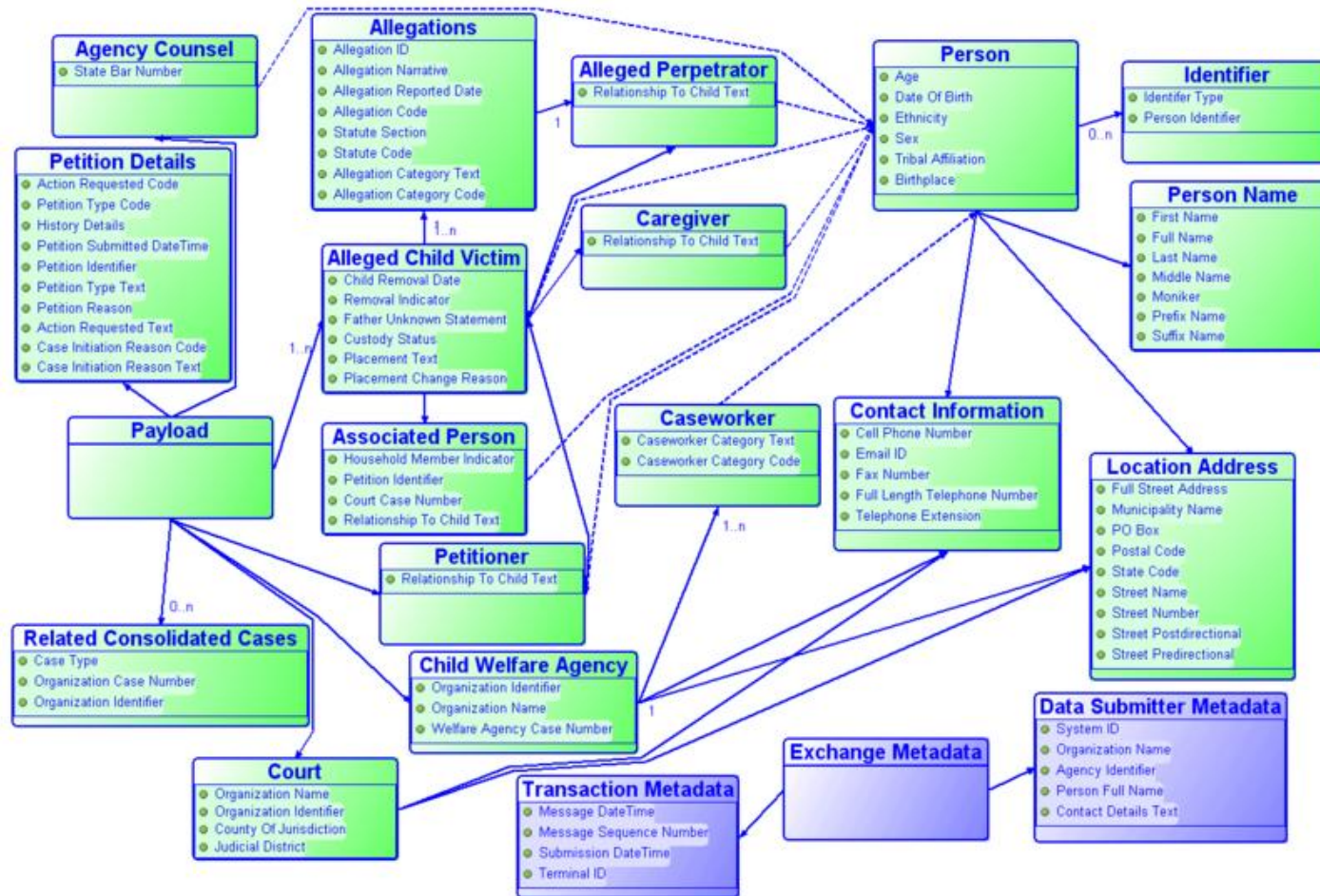
1. Provide an organized view of the increasingly complex landscape of technologies and related standards
2. Define a standard set of components and interfaces that make up a comprehensive court IT environment
3. Help courts more readily identify opportunities for improved efficiency and cost savings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



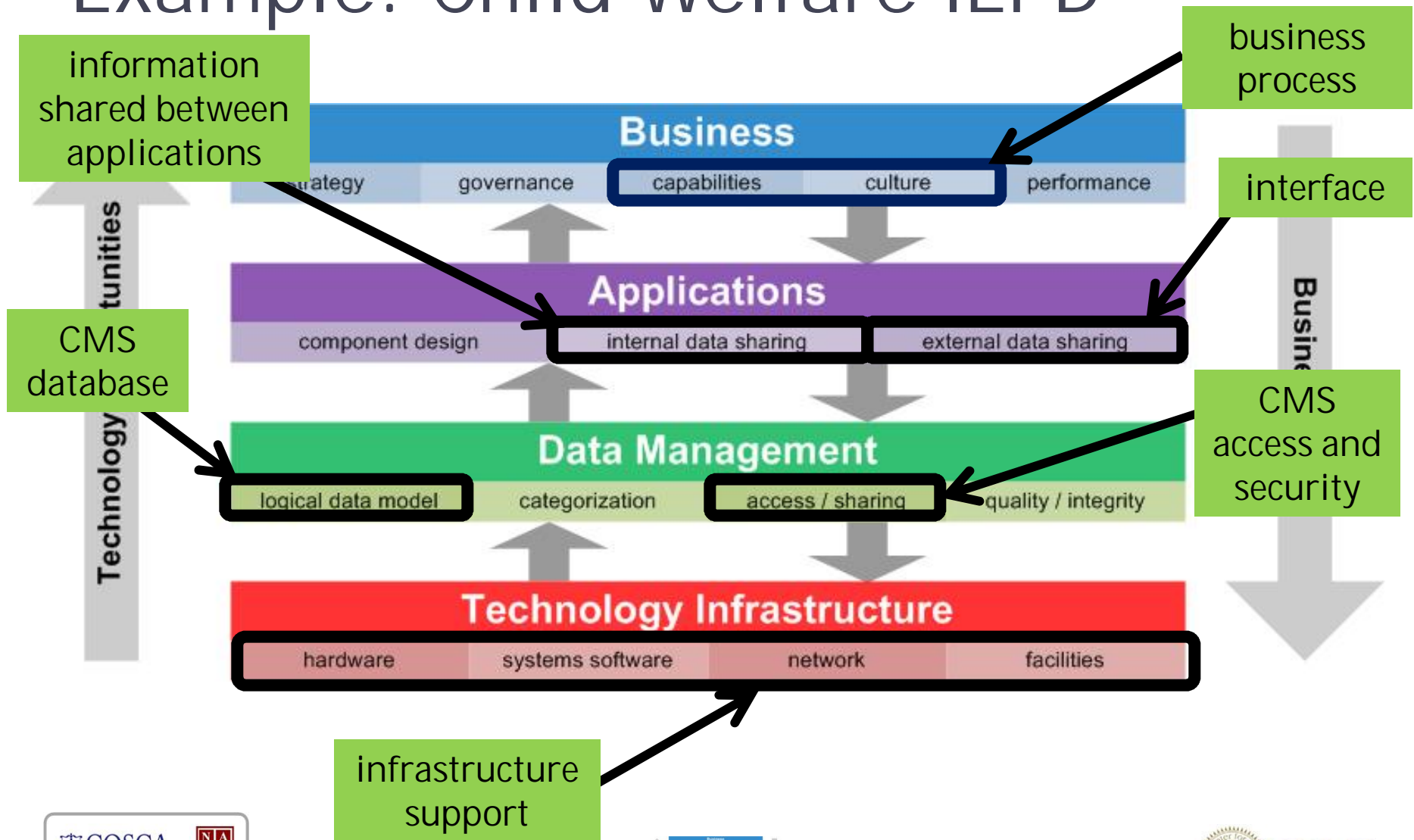
# The Court Technology Framework



# Example: Child Welfare Petition Technical Model

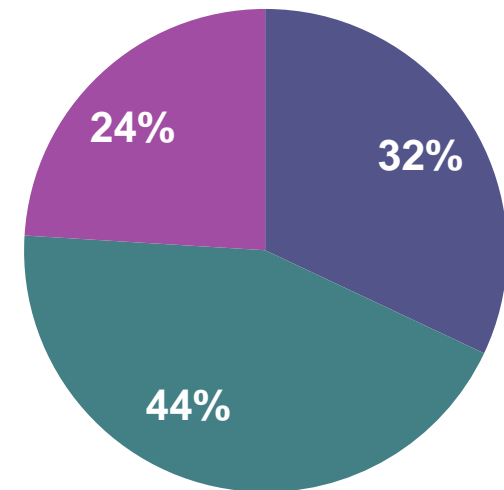
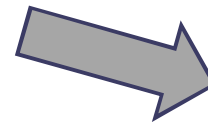


# Example: Child Welfare IEPD



# Why should court managers 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 IT managers care?

- Get on same wavelength with our 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
- 



# 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

# Why should developers and software vendors care?

- Better communication between users, designers, and developers
- Opportunity to better frame and articulate requirements
  - Better RFPs
  - Better proposals
- More readily identify interface requirements
- Encourage component based approach



# Isn't this just an Enterprise Architecture?

- The CTF could help those developing their own enterprise architecture
- Not all courts have Enterprise Architects on staff
- Plan to compare and cross-reference certain EAs
- Federal Enterprise Architecture (FEA)
- NASCIO EA Program





# 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 reliance on proprietary enterprise systems
  - Develop strategy for outreach and education relating to the CTF

# Wrap Up

- Summary
- Questions