



Supreme Court of Florida

500 South Duval Street
Tallahassee, Florida 32399-1925

JORGE LABARGA
CHIEF JUSTICE
BARBARA J. PARIENTE
R. FRED LEWIS
PEGGY A. QUINCE
CHARLES T. CANADY
RICKY POLSTON
C. ALAN LAWSON
JUSTICES

JOHN A. TOMASINO
CLERK OF COURT
SILVESTER DAWSON
MARSHAL

LEGISLATIVE BUDGET REQUEST

September 15, 2017

Ms. Cynthia Kelly, Director
Office of Policy and Budget
Executive Office of the Governor
1702 The Capitol
Tallahassee, Florida 32399-0001

Ms. JoAnne Leznoff, Staff Director
Appropriations Committee
The Florida House of Representatives
221 The Capitol
Tallahassee, Florida 32399-1300

Mr. Mike Hansen, Staff Director
Committee on Appropriations
The Florida Senate
201 The Capitol
Tallahassee, Florida 32399-1100

Dear Directors:

Pursuant to Chapter 216, Florida Statutes, the Legislative Budget Request for the Judicial Branch is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our proposed needs for the Fiscal Year 2018-19.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jorge Labarga".

Jorge Labarga

JL/dkb

Department Level
Exhibits and Schedules

Schedule VII: Agency Litigation Inventory

For directions on completing this schedule, please see the "Legislative Budget Request (LBR) Instructions" located on the Governor's website.

Agency:	OFFICE OF THE STATE COURTS ADMINISTRATOR		
Contact Person:	Thomas A. (Tad) David	Phone Number:	850-488-1824
Names of the Case: (If no case name, list the names of the plaintiff and defendant.)			
Court with Jurisdiction:			
Case Number:			
Summary of the Complaint:			
Amount of the Claim:	\$		
Specific Statutes or Laws (including GAA) Challenged:			
Status of the Case:			
Who is representing (of record) the state in this lawsuit? Check all that apply.		Agency Counsel	
		Office of the Attorney General or Division of Risk Management	
		Outside Contract Counsel	
If the lawsuit is a class action (whether the class is certified or not), provide the name of the firm or firms representing the plaintiff(s).			

Schedule VIII - A
Priority Listing of Agency Budget Issues

Supreme Court - 22010100

Issue Title	Issue Code	FTE	Amount	Fund	Priority
Equity and Retention Pay Issue for State Courts System Employees	4401A80		227,029	1000	1
Appellate Court Workload	3000100	1.0	140,046	1000	2
Supreme Court Clerk Workload	3000060	1.0	22,078	1000	3

**Schedule VIII - A
Priority Listing of Agency Budget Issues**

Executive Direction - 22010200

Issue Title	Issue Code	FTE	Amount	Fund	Priority
Disaster Recovery/Continuity of Operations Plan	36240C0		617,470	1000	1
Equity and Retention Pay Issue for State Courts System Employees	4401A80		360,486	1000	2
			8,535	2021	
			49,812	2146	
			19,785	2261	
Information Technology Security Assessment	4800840		350,000	1000	3
Florida's Problem Solving Courts	36330C0	2.0	265,800	1000	4
Access to Justice - DIY Florida	36230C0	2.0	244,847	1000	5
Online Legal Research	4100300		22,478	1000	6
Judicial Data Management Services/Uniform Case Reporting	36315C0		359,100	1000	7
Office of Information Technology - On-Call Pay	4400A50		155,334	1000	8
Child Support Enforcement Hearing Officer Program	4800500		120,380	2261	9
Certification of Additional Judgeships	3009310		9,367	1000	TBD*

**This issue is filed as a placeholder pending the release of the Supreme Court Opinion on Certification of Need for Additional Judges for FY 2018-19.*

Schedule VIII - A
Priority Listing of Agency Budget Issues

District Courts of Appeal - 22100600

Title	Issue Code	FTE	Amount	Fund	Priority
Capital Improvement Plan Special Purpose - Fixed Capital Outlay - 2nd DCA Construction	990S000		8,196,359	1000	1
Equity and Retention Pay Issue for State Courts System Employees	4401A80		1,494,219	1000	2
			77,650	2021	

Schedule VIII - A
Priority Listing of Agency Budget Issues

Circuit Courts - 22300100

Issue Title	Issue Code	FTE	Amount	Fund	Priority
Restoration of Trial Court Base Salary Budget Reduction	4400A20		2,000,000	1000	1
Equity and Retention Pay Issue for State Courts System Employees	4401A80		8,198,609	1000	2
			55,076	2021	
			110,986	2261	
Trial Court Technology Comprehensive Plan	36250C0	70.0	25,907,787	1000	3
Comprehensive Court Interpreting Resources	36344C0	12.0	8,529,569	1000	4
Child Support Enforcement Hearing Officer Program	4800500		75,000	2261	5
Case Management Resources	3001600	50.0	3,344,075	1000	6
Certification of Additional Judgeships	3009310	13.0	1,708,514	1000	TBD*

**This issue is filed as a placeholder pending the release of the Supreme Court Opinion on Certification of Need for Additional Judges for FY 2018-19.*

Schedule VIII - A
Priority Listing of Agency Budget Issues

County Courts - 22300200

Issue Title	Issue Code	FTE	Amount	Fund	Priority
Equity and Retention Pay Issue for State Courts System Employees	4401A80		418,269	1000	1
			212,414	2021	
Certification of Additional Judgeships	3009310	16.0	2,509,869	1000	TBD*

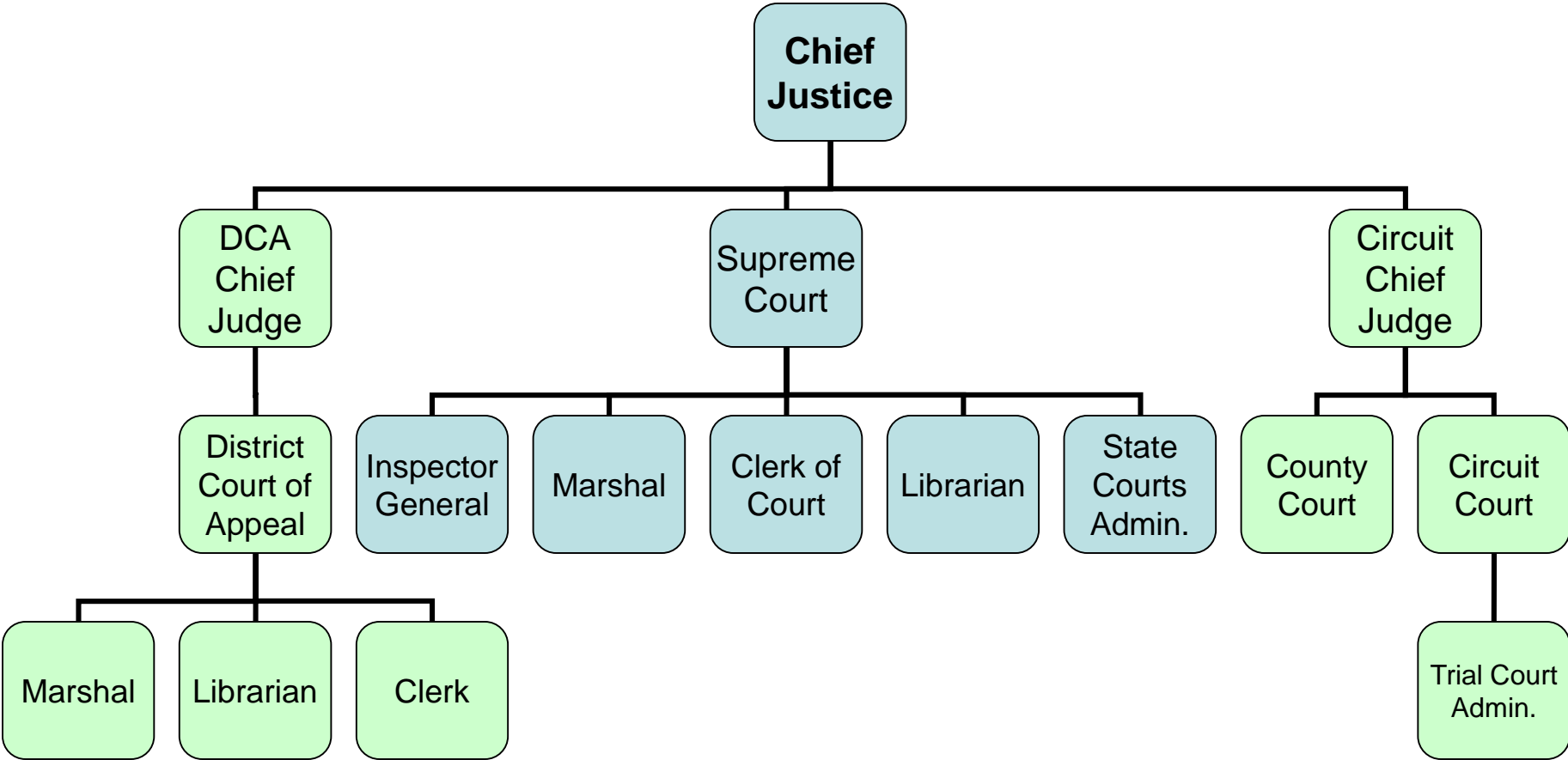
**This issue is filed as a placeholder pending the release of the Supreme Court Opinion on Certification of Need for Additional Judges for FY 2018-19.*

Schedule VIII - A
Priority Listing of Agency Budget Issues

Judicial Qualification Commission - 22350100

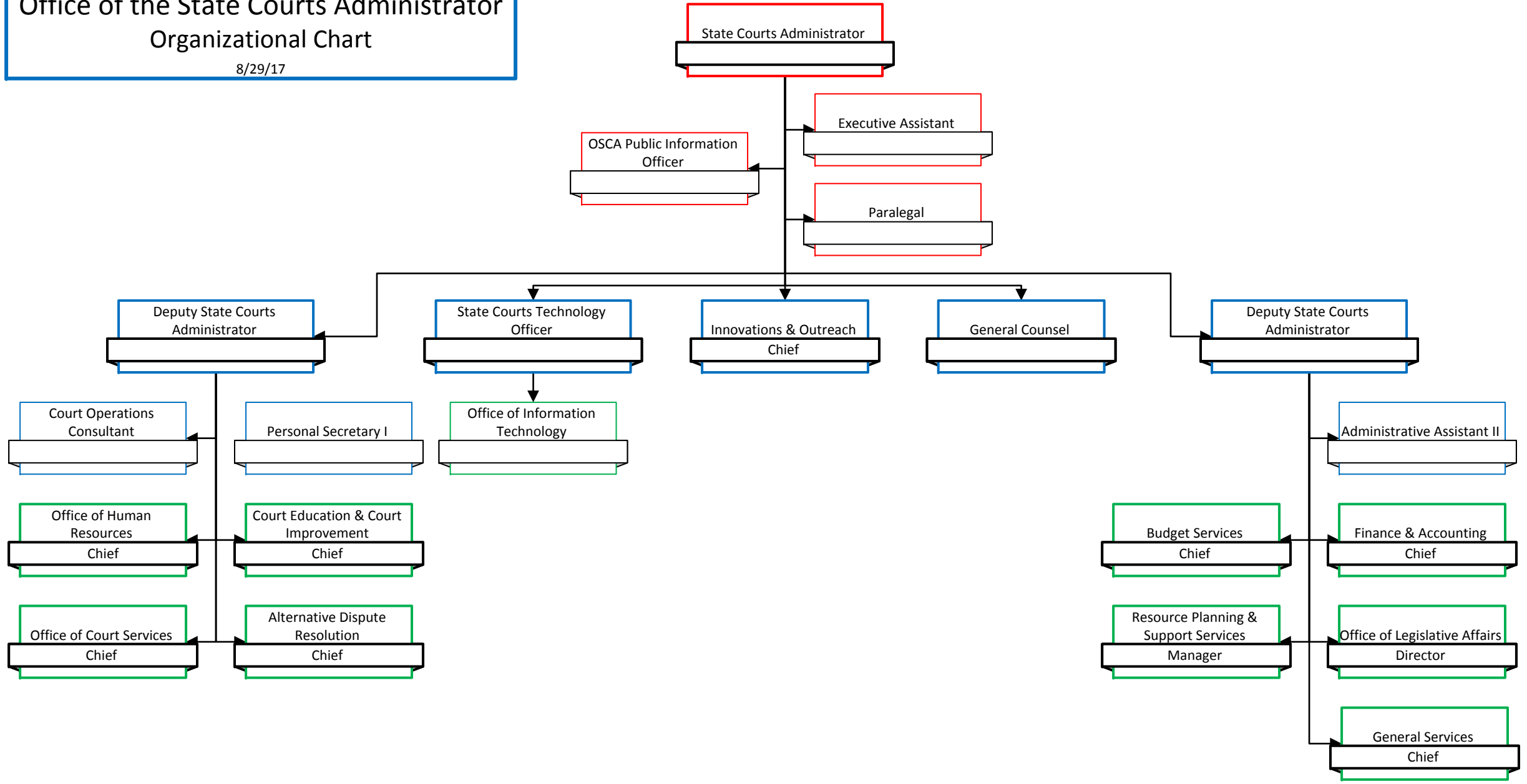
Issue Title	Issue Code	FTE	Amount	Fund	Priority
Equity and Retention Pay Issue for State Courts System Employees	4401A80		42,985	1000	1

FLORIDA STATE COURTS SYSTEM

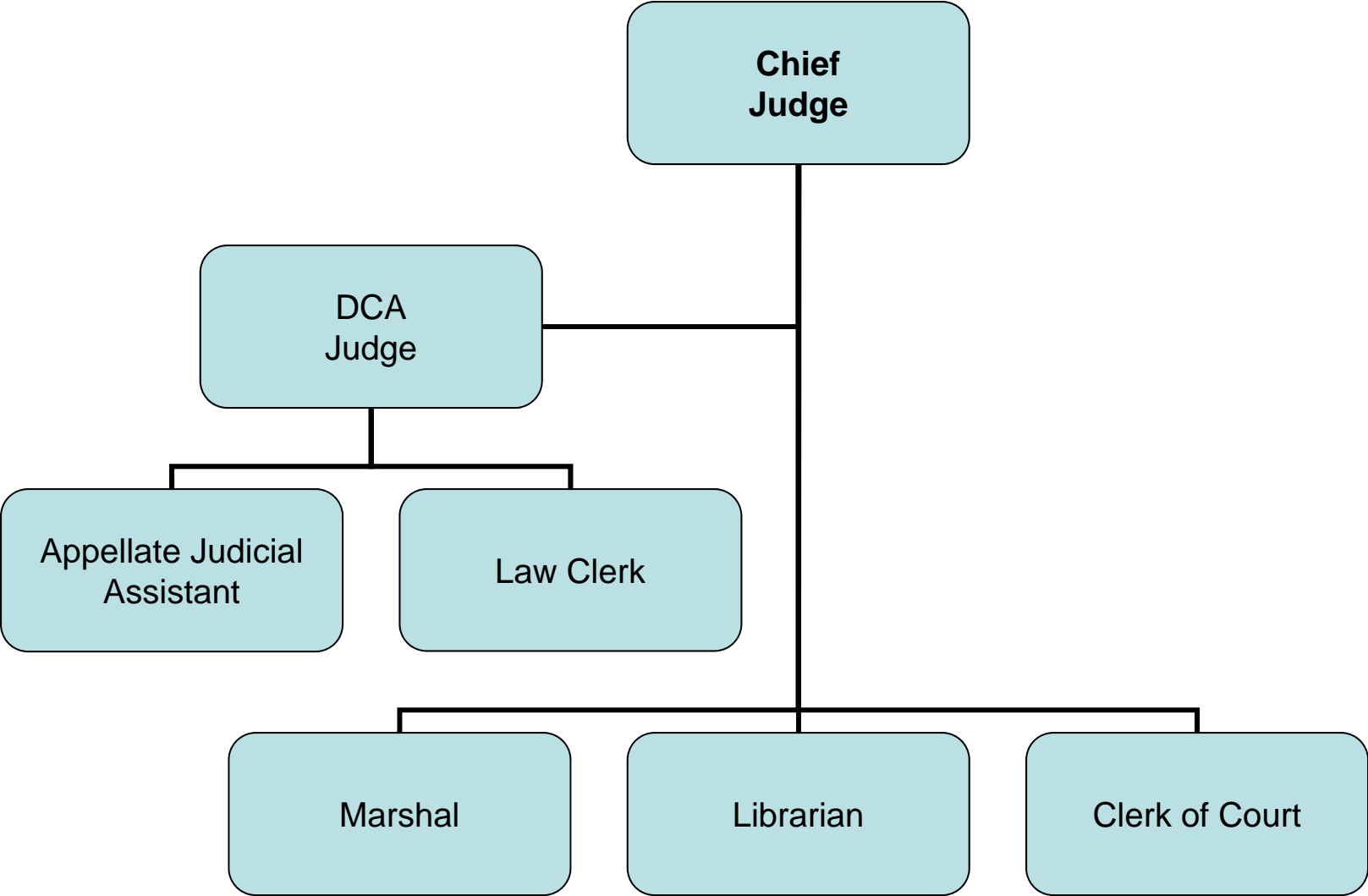


Office of the State Courts Administrator Organizational Chart

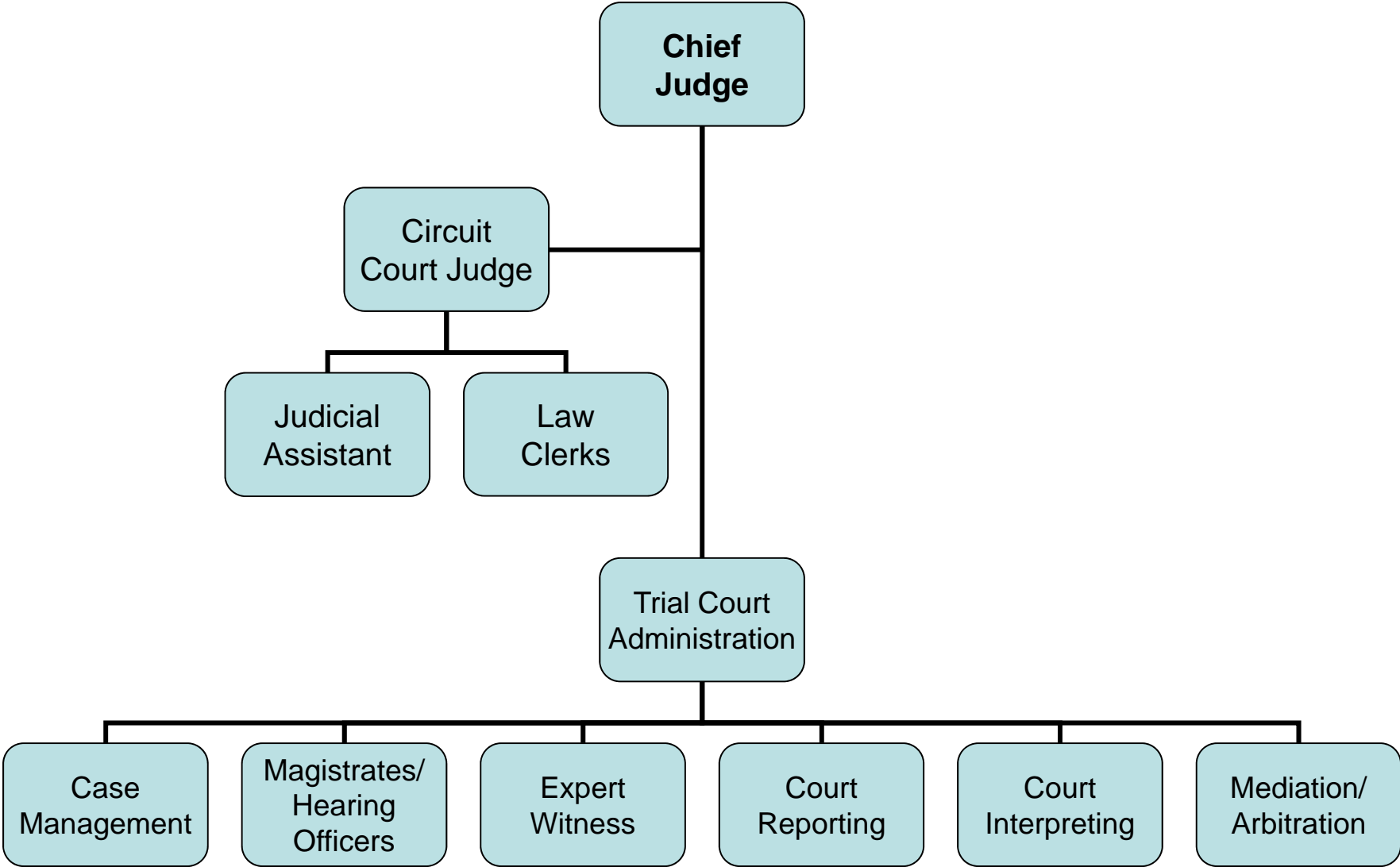
8/29/17



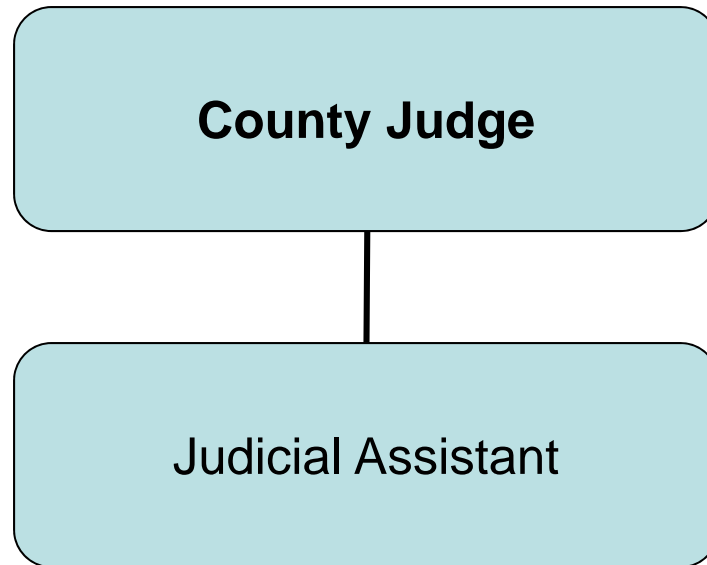
DISTRICT COURTS OF APPEAL



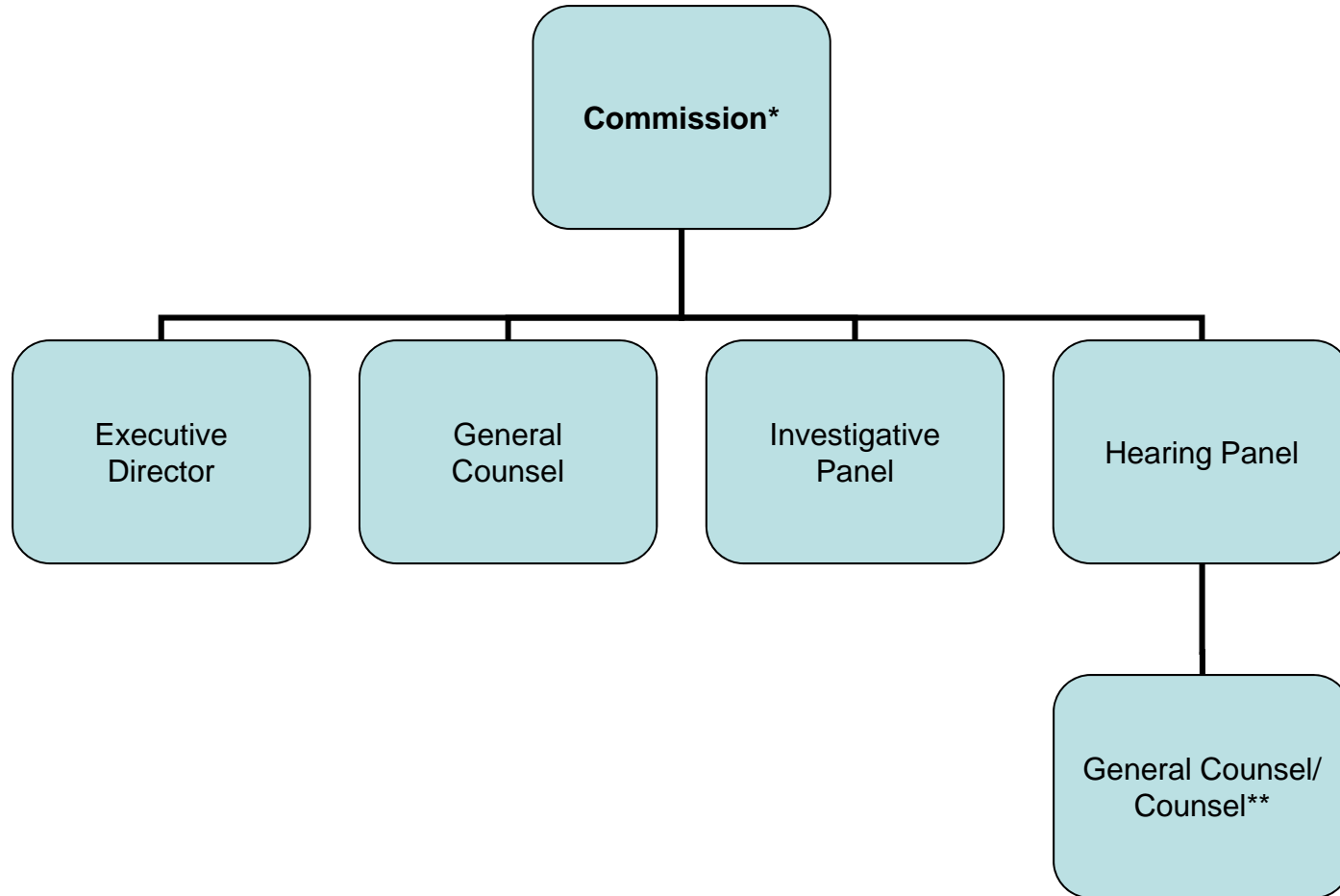
CIRCUIT COURTS



COUNTY COURTS



JUDICIAL QUALIFICATIONS COMMISSION



* Volunteer, Non-Salaried Positions

** Contractual, Non-Salaried Positions

STATE COURT SYSTEM	FISCAL YEAR 2016-17			
SECTION I: BUDGET	OPERATING			FIXED CAPITAL OUTLAY
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT			510,024,386	13,991,498
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)			4,344,668	0
FINAL BUDGET FOR AGENCY			514,369,054	13,991,498
SECTION II: ACTIVITIES * MEASURES	Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
<i>Executive Direction, Administrative Support and Information Technology (2)</i>				13,991,498
Supreme Court Library * Number of cases supported	3,980	159.74	635,751	
Court Records And Case Flow Management * Number of records maintained	44,104	142.25	6,273,636	
Security * Number of square feet secured	1,531,422	1.17	1,794,802	
Facilities Maintenance And Management * Number of square feet maintained	1,531,422	3.90	5,968,401	
Judicial Processing Of Cases * Number of cases disposed (all case types)	3,044,311	106.56	324,413,284	
Judicial And Court Staff Education * Number of contact hours	72,438	38.95	2,821,566	
Professional Certification * Number of professionals certified	3,022	341.49	1,031,970	
Court Services * Number of analyses conducted	11,847	215.59	2,554,039	
Case Process Analysis And Improvement * Number of cases analyzed.	61,065	27.22	1,662,338	
Disposition Of Complaints Against The Judiciary * Number of complaints disposed	768	754.76	579,656	
TOTAL			347,735,443	13,991,498
SECTION III: RECONCILIATION TO BUDGET				
PASS THROUGHS				
TRANSFER - STATE AGENCIES				
AID TO LOCAL GOVERNMENTS			6,199,105	
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS				
OTHER			147,337,895	
REVERSIONS			13,096,665	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)			514,369,108	13,991,498

SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

(1) Some activity unit costs may be overstated due to the allocation of double budgeted items.
(2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly
(3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.
(4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

Schedule XIV
Variance from Long Range Financial Outlook

Agency: State Courts System

Contact: Dorothy Willard

Article III, Section 19(a)3, Florida Constitution, requires each agency Legislative Budget Request to be based upon and reflect the long range financial outlook adopted by the Joint Legislative Budget Commission or to explain any variance from the outlook.

- 1) Does the long range financial outlook adopted by the Joint Legislative Budget Commission in September 2017 contain revenue or expenditure estimates related to your agency?

Yes No

- 2) If yes, please list the estimates for revenues and budget drivers that reflect an estimate for your agency for Fiscal Year 2018-2019 and list the amount projected in the long range financial outlook and the amounts projected in your Schedule I or budget request.

	Issue (Revenue or Budget Driver)	R/B*	FY 2018-2019 Estimate/Request Amount	
			Long Range Financial Outlook	Legislative Budget Request
a	State Courts Revenue Trust Fund (SCRTF) Shortfall	R	\$0	\$2,815,589
b	Maintenance, Repairs, and Capital Improvements	B	\$4,600,000	\$8,196,359
c				
d				
e				
f				

- 3) If your agency's Legislative Budget Request does not conform to the long range financial outlook with respect to the revenue estimates (from your Schedule I) or budget drivers, please explain the variance(s) below.

A) The Judicial Branch anticipates a \$2.8 million SCRTF Shortfall for FY 2018-19. The Judicial Branch LBR requests to fund shift \$2,815,589 SCRTF authority to General Revenue to alleviate the FY 2018-19 anticipated trust fund deficit, to comply with the required 8% General Revenue service charge, and in order to comply with the Schedule I requirements to hold 5% in reserve.

B) The Judicial Branch LBR request for \$8,196,359 in General Revenue for FY 2018-19 maintenance, repairs, and fixed capital outlay includes one project for the Second District Cour of Appeal.

* R/B = Revenue or Budget Driver

Supreme Court
Exhibits and Schedules

Supreme Court
Schedule I Series

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018 -2019 State Courts System
Trust Fund Title:	Administrative Trust Fund
Budget Entity:	22010100
LAS/PBS Fund Number:	2021

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	16037	(A)		16037
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable		(D)		0
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	16037	(F)	0	16037
LESS Allowances for Uncollectibles		(G)		0
LESS Approved "A" Certified Forwards		(H)		0
Approved "B" Certified Forwards		(H)		0
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)		(I)		0
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/___	16037	(K)	0	16037 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018 2019 State Courts Systems
Trust Fund Title:	State Courts Revenue Trust Fund
Budget Entity:	22010100
LAS/PBS Fund Number:	2057

	Balance as of 6/30/17 ____		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	579575	(A)		579575
ADD: Other Cash (See Instructions)	0	(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable		(D)		0
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	579575	(F)	0	579575
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards		(H)		0
Approved "B" Certified Forwards		(H)		0
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)		(I)		0
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/17__	579575	(K)	0	579575 **

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Executive Direction
Exhibits and Schedules

Executive Direction
Schedule I Series

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018 2019 State Courts System
Trust Fund Title:	Administrative Trust Fund
Budget Entity:	22010200
LAS/PBS Fund Number:	2021

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1038573	(A)		1038573
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable	138708	(D)	(685)	138023
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	1177281	(F)	(685)	1176596
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards	89497	(H)		89497
Approved "B" Certified Forwards	8982	(H)		8982
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)	2590.98	(I)		2591
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/___	1076211	(K)	(685)	1075526 **

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SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018-2019 State Courts Systems
Trust Fund Title:	State Courts Revenue Trust Fund
Budget Entity:	22010200
LAS/PBS Fund Number:	2057

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	3434410	(A)		3434410
ADD: Other Cash (See Instructions)	14665	(B)		14665
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable	6700	(D)		6700
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	3455775	(F)	0	3455775
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards	0	(H)		0
Approved "B" Certified Forwards		(H)		0
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)	1603510	(I)		1603510
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/17__	1852265	(K)	0	1852265 **

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SCHEDULE 1A: DETAIL OF FEES AND RELATED PROGRAM COSTS

Department: 22 State Court System **Budget Period: 2018-19**
Program: Department Level
Fund: 2146 Court Education Trust Fund

Specific Authority: Section 25.384, F.S.
Purpose of Fees Collected: To provide education and training to Judges and other court personnel.

Type of Fee or Program: (Check **ONE** Box and answer questions as indicated.)

<input type="checkbox"/>	Regulatory services or oversight to businesses or professions. (Complete Sections I, II, and III and attach Examination of Regulatory Fees Form - Part I and II.)
<input checked="" type="checkbox"/>	Non-regulatory fees authorized to cover full cost of conducting a specific program or service. (Complete Sections I, II, and III only.)

<u>SECTION I - FEE COLLECTION</u>	ACTUAL	ESTIMATED	REQUEST
	FY 2016-17	FY 2017-18	FY 2018-19
<u>Receipts:</u>			
<u>Filing Fees - Probate and Circuit Civil</u>	1,143,721	1,139,992	1,132,340
<u>Filing Fees - County Civil</u>	1,542,727	1,542,783	1,542,783
<u>Refunds</u>	11,521		
Total Fee Collection to Line (A) - Section III	2,697,969	2,682,775	2,675,123

<u>SECTION II - FULL COSTS</u>			
<u>Direct Costs:</u>			
Salaries and Benefits	857,316	1,258,074	1,258,074
Other Personal Services	21,762	105,957	105,957
Expenses	1,621,928	1,904,449	1,904,449
Operating Capital Outlay	-	10,000	10,000
Contracted Services	41,776	106,105	106,105
Lease Purchase Equipment	1,711	7,500	7,500
HR Services 107040	3,658	3,646	3,646
Indirect Costs Charged to Trust Fund			
Total Full Costs to Line (B) - Section III	2,548,151	3,395,731	3,395,731

Basis Used: _____

<u>SECTION III - SUMMARY</u>			
TOTAL SECTION I	(A)	2,697,969	2,675,123
TOTAL SECTION II	(B)	2,548,151	3,395,731
TOTAL - Surplus/Deficit	(C)	149,818	(720,608)

EXPLANATION of LINE C:
Deficits in all fiscal years will be covered by carry forward cash.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018-19 State Courts System
Trust Fund Title:	Court Education Trust Fund
Budget Entity:	Departmental
LAS/PBS Fund Number:	2146

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	1667546	(A)		1667546
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable		(D)		0
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	1667546	(F)	0	1667546
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards	221206	(H)		221206
Approved "B" Certified Forwards	13495	(H)		13495
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)	57188	(I)		57188
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/2017	1375657	(K)	0	1375657 **

Notes:

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SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018 2019
Trust Fund Title:	State Courts System
Budget Entity:	Federal Grants Trust Fund
LAS/PBS Fund Number:	22010200
	2261

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	209747	(A)		209747
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable	6400	(D)		6400
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	216147	(F)	0	216147
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards	16266	(H)		16266
Approved "B" Certified Forwards	24790	(H)		24790
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)	25861	(I)		25861
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/___	149229	(K)	0	149229 **

Notes:

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SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018-19 State Courts System
Trust Fund Title:	Grants and Donations Trust Fund
Budget Entity:	22010200
LAS/PBS Fund Number:	2339

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	131736	(A)		131736
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable		(D)		0
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	131736	(F)	0	131736
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards	2260	(H)		2260
Approved "B" Certified Forwards		(H)		0
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)	16711	(I)		16711
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/2017	112765	(K)	0	112765 **

Notes:

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District Courts of Appeal Exhibits and Schedules

District Court of Appeal
Schedule I Series

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018 2019 State Courts System
Trust Fund Title:	Administrative Trust Fund
Budget Entity:	22100600
LAS/PBS Fund Number:	2021

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	69666	(A)		69666
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable		(D)		0
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	69666	(F)	0	69666
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards	3566	(H)		3566
Approved "B" Certified Forwards	4449	(H)		4449
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)		(I)		0
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/___	61651	(K)	0	61651 **

Notes:

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SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018- 2019
Trust Fund Title:	State Courts Systems
Budget Entity:	State Courts Revenue Trust Fund
LAS/PBS Fund Number:	22100600
	2057

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	39840	(A)		39840
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable		(D)		0
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	39840	(F)	0	39840
LESS Allowances for Uncollectibles		(G)		0
LESS Approved "A" Certified Forwards	0	(H)		0
Approved "B" Certified Forwards		(H)		0
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)		(I)		0
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/17	39840	(K)	0	39840 **

Notes:

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Circuit Courts

Exhibits and Schedules

Circuit Courts
Schedule I Series

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018 -2019 State Courts System
Trust Fund Title:	Administrative Trust Fund
Budget Entity:	22300100
LAS/PBS Fund Number:	2021

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	2582807	(A)		2582807
ADD: Other Cash (See Instructions)	9741	(B)		9741
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable	456	(D)		456
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	2593005	(F)	0	2593005
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards	700000	(H)		700000
Approved "B" Certified Forwards	116778	(H)		116778
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)	33143	(I)		33143
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/___	1743084	(K)	0	1743084 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018 -2019
Trust Fund Title:	State Courts Systems
Budget Entity:	State Courts Revenue Trust Fund
LAS/PBS Fund Number:	22300100
	2057

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	4888267	(A)		4888267
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable		(D)		0
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	4888267	(F)	0	4888267
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards	54000	(H)		54000
Approved "B" Certified Forwards		(H)		0
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)		(I)		0
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/17	4834267	(K)	0	4834267 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018 -2019
	State Courts System
Trust Fund Title:	Federal Grants Trust Fund
Budget Entity:	22300100
LAS/PBS Fund Number:	2261

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	224082	(A)		224082
ADD: Other Cash (See Instructions)	0	(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable	537899	(D)	(13009)	524890
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	761981	(F)	(13009)	748972
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards	7069.02	(H)		7069
Approved "B" Certified Forwards	10920	(H)		10920
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)	112846.63	(I)	(685)	112161
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/___	631145	(K)	(12324)	618821 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018-19 State Courts System
Trust Fund Title:	Grants and Donations Trust Fund
Budget Entity:	22300100
LAS/PBS Fund Number:	2339

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	16677	(A)		16677
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable		(D)		0
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	16677	(F)	0	16677
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards		(H)		0
Approved "B" Certified Forwards		(H)		0
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)	16677	(I)		16677
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/2017	0	(K)	0	0 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

County Courts

Exhibits and Schedules

County Courts
Schedule I Series

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018-2019 State Courts Systems
Trust Fund Title:	State Courts Revenue Trust Fund
Budget Entity:	22300200
LAS/PBS Fund Number:	2057

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	2952457	(A)		2952457
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable		(D)		0
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	2952457	(F)	0	2952457
LESS: Allowances for Uncollectibles		(G)		0
LESS: Approved "A" Certified Forwards		(H)		0
Approved "B" Certified Forwards		(H)		0
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)		(I)		0
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/17	2952457	(K)	0	2952457 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

Judicial Qualification Commission
Exhibits and Schedules

Judicial Qualification Commission
Schedule I Series

SCHEDULE IC: RECONCILIATION OF UNRESERVED FUND BALANCE

Department Title:	Budget Period: 2018 -2019 State Courts Systems
Trust Fund Title:	State Courts Revenue Trust Fund
Budget Entity:	22350100
LAS/PBS Fund Number:	2057

	Balance as of 6/30/2017		SWFS* Adjustments	Adjusted Balance
Chief Financial Officer's (CFO) Cash Balance	221110	(A)		221110
ADD: Other Cash (See Instructions)		(B)		0
ADD: Investments		(C)		0
ADD: Outstanding Accounts Receivable	0	(D)		0
ADD: _____		(E)		0
Total Cash plus Accounts Receivable	221110	(F)	0	221110
LESS Allowances for Uncollectibles		(G)		0
LESS Approved "A" Certified Forwards		(H)		0
Approved "B" Certified Forwards		(H)		0
Approved "FCO" Certified Forwards		(H)		0
LESS: Other Accounts Payable (Nonoperating)		(I)		0
LESS: _____		(J)		0
Unreserved Fund Balance, 07/01/___	221110	(K)	0	221110 **

Notes:

*SWFS = Statewide Financial Statement

** This amount should agree with Line I, Section IV of the Schedule I for the most recent completed fiscal year and Line A for the following year.

SCHEDULE IV-B FOR TRIAL COURT TECHNOLOGY COMPREHENSIVE PLAN

For Fiscal Year 2018-19




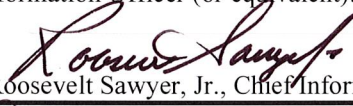

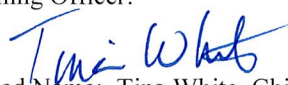

September 2017

STATE COURTS SYSTEM

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I. Schedule IV-B Cover Sheet

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: State Courts System	Schedule IV-B Submission Date: September 15, 2017
Project Name: Florida Trial Court Technology Comprehensive Plan	Is this project included in the Agency's LRPP? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
FY 2018-19 LBR Issue Code: 36250C0	FY 2018-19 LBR Issue Title: Florida Trial Court Technology Comprehensive Plan
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Kristine Slayden Phone: 850-922-5106 E-mail: SlaydenK@flcourts.org	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head:  Printed Name: Patricia (PK) Jameson, State Courts Administrator	Date: 9-14-17
Agency Chief Information Officer (or equivalent):  Printed Name: Roosevelt Sawyer, Jr., Chief Information Officer	Date: 9-14-17
Budget Officer:  Printed Name: Dorothy Willard, Chief of Budget Services	Date: 9/14/17
Planning Officer:  Printed Name: Tina White, Chief of Innovations and Outreach	Date: 9-14-17
Project Sponsor:  Printed Name: Judge Margaret O. Steinbeck, Circuit Judge, 20 th Judicial Circuit	Date: 9/11/17
Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Kristine Slayden, 922-5106, SlaydenK@flcourts.org
Cost Benefit Analysis:	Sharon Bosley, 488-1484, BosleyS@flcourts.org
Risk Analysis:	Kristine Slayden, 922-5106, SlaydenK@flcourts.org
Technology Planning:	Roosevelt Sawyer, Jr., 414-7824, SawyerR@flcourts.org
Project Planning:	Kristine Slayden, 922-5106, SlaydenK@flcourts.org

II. Schedule IV-B Business Case – Strategic Needs Assessment

A. Background and Strategic Needs Assessment

1. Business Need

The Florida Constitution vests with the court the duty of adjudicating disputes as well as directing its business and administrative functions. In order to carry out this constitutional mandate, the courts increasingly rely on technology and are constantly evaluating new ways in which technology can best be utilized in the judicial branch. Today, the courts are dependent on information technology in almost every area of court business including electronic filing, case management, electronic document management and imaging, workflow management, digital court recording, remote court interpreting, and public access to court-related documents, materials, and information. The transition of Florida's courts from paper-based case files to electronic information management systems that rely on digital records represents a fundamental change in the internal and external operations of the courts. Accordingly, care must be taken to ensure that this transition is accomplished in a deliberate and responsible manner and that the court system continues to remain accessible, fair, and effective.

Technology enhancements will improve overall access to the courts. All court users, including businesses and citizens, will benefit from the improvement of electronic access to court records, improved case management, increased reliability of and access to court interpreting services, and a minimum level of technology services consistently provided across the state. Additionally, a stable and efficient court system is viewed positively by the business community, which looks to the courts for the resolution of contractual, employment, and other business disputes.

The judicial branch has long embraced the use of technology to increase the effectiveness, efficiency, and accessibility of the courts. The *Long-Range Strategic Plan for the Florida Judicial Branch 2016-2021*¹ identified five issues of critical importance to the judiciary. One such issue is “Modernize the administration of justice and operation of court facilities,” which includes, in part, the goals of compatible technology infrastructure to improve case management, improved data exchange and integration processes with justice system partners, modernization of court processes, and sufficient financial resources for technology and innovation to meet current needs and future challenges. In addition, various committees, commissions, and workgroups have developed standards, best practices, and functional requirements covering all aspects of judicial branch technology. The work products of these bodies will be discussed in detail throughout this document and serve to support the branch's commitment to responsible stewardship of public resources through careful implementation of such large-scale projects.

Several initiatives have affected the judicial branch's transition to an electronic environment, including electronic filing (e-filing) of court case documents through the Florida Courts E-Filing

¹ The Florida Supreme Court Long-Range Strategic Plan Workgroup. *Long-Range Strategic Plan for the Florida Judicial Branch 2016-2021*. <http://flcourts.org/core/fileparse.php/581/urlt/2016-2021-Long-Range-Strategic-Plan-Floridaweb.pdf>

Portal² (Portal). At present, more than 159,000 users have registered with the Portal and more than 89 million documents have been filed. Further, the clerks of court are required to maintain electronic court records, to convert paper documents to electronic documents, and to electronically transmit the record on appeal. The efforts to transition to a fully electronic court system have been supported by the Florida Legislature. Section 28.22205, Florida Statutes, provides in part:

Each clerk of court shall implement an electronic filing process. The purpose of the electronic filing process is to reduce judicial costs in the office of the clerk and the judiciary, increase timeliness in the processing of cases, and provide the judiciary with case-related information to allow for improved judicial case management. The Legislature requests that, no later than July 1, 2009, the Supreme Court set statewide standards for electronic filing to be used by the clerks of court to implement electronic filing.

Judges are working with electronic case files, and the clerks of court are running their business processes using automation and electronic forms of data and documents. This change to e-filing of cases and electronic transfer and use of information by system users at all levels makes it essential for judges to have the necessary tools to work effectively with electronic documents to carry out their adjudicatory function, as well as to manage the operations of the courts. A key component of effective court operations is integrated systems that facilitate interoperability with external court system partners by incorporating data from the clerks of court case maintenance systems and converting it into information for judges and court staff. The business requirements of the judicial branch drive the need to define an environment that can fulfill the needs of all justice partners as they interact with the public and other federal, state, and local agencies.

In addition to meeting needs associated with e-filing, another significant challenge facing the courts is the ability to fund necessary technology equipment for the court reporting element. Court reporting is an integral component to ensuring due process and the constitutional right of access to justice. Over the last several years, court reporting services have evolved in light of the technological advancements. Service delivery involves the use of electronic equipment to capture and produce the official court record and provide copies to parties. The equipment needed for digital court reporting is required to be funded by the state but most of the equipment has not been refreshed for many years, putting circuits at great risk for large system failures.

To support the trial courts electronic modernization efforts, a consistent minimum level of technology services is required across the trial courts. This includes core function services and staff to support court-specific technology. The challenge in providing these services has come primarily from the current funding structure, in which most funding comes from the counties' budget. This framework has resulted in funding inequities and disparate technology resources in use across the state, as some counties have more funds available than others from the existing \$2.00 recording fee required in section 28.24(12)(e)(1.), Florida Statutes, as well as other sources, to dedicate to trial court technology.

² A detailed history of the process of automating filing of court documents is available on the Florida Courts website at <http://www.flcourts.org/resources-and-services/court-technology/efiling/>.

According to the U.S. Census Bureau, as of 2010, 26.64% of Florida's population spoke a language other than English at home. By 2014, this percentage increased to 27.8%.³ Due to the high concentration of limited English language proficient (LEP) population in our state, Florida is one of the largest stakeholders in the nation with respect to spoken language access demands. Thus, in order to afford Floridians the ability to fully participate in the court process, it is critical the courts adopt strategies designed to remove linguistic barriers and increase both the availability and effectiveness of qualified spoken language court interpreters. Technology enhancements, such as implementation of remote interpreting capabilities on both statewide and circuit levels, will improve overall access to the courts. All court users, including businesses and citizens, will benefit from the increased reliability of, and access to, court interpreting services. In addition, having sufficient bandwidth to support these systems is critical to providing reliable services to ensure due process rights are satisfied.

Development of Solutions to Address Business Needs

In order to identify and implement necessary technology improvements in a systematic manner, the Trial Court Budget Commission created the Trial Court Technology Funding Strategies Workgroup (Workgroup). The Workgroup, with assistance from the National Center for State Courts, Trial Court Administrators, and Trial Court Technology Officers, developed the [*Florida Trial Court Technology Strategic Plan: 2015-2019*](#) (Plan) (Appendix A). The Plan was subsequently approved by the full Trial Court Budget Commission and adopted by the Florida Supreme Court.

The Plan establishes objectives with the purpose of developing a business enterprise approach to addressing the technology needs of the State Courts System. The Plan: 1) provides a comprehensive view of technology; 2) acknowledges that technology has and will continue to redefine how the courts use information to make decisions; 3) considers technology needs of the trial courts now and in the future; 4) creates a flexible system that can evolve with technology and the public's needs; 5) proposes a stable and adequate funding structure; and 6) allows the courts to be more self-sufficient. In addition, it recognizes the need for a technology infrastructure to support the statewide flow of information using a secure case management system, tools to perform more accurate and reliable court reporting, and staff to support all statewide, court-specific technology systems. This plan and the associated budget request are comprehensive in nature; they contain elements involving hardware, software, server management, network services, electronic document management, audiovisual systems and cabling, multi-media services, staff support, statewide coordination of efforts, and training and education. For purposes of this document, these distinct technology elements have been grouped into four issue areas as follows:

- Solution I: Secure Case Management and Processing System (CAPS);
- Solution II: Digital Court Reporting (DCR);
- Solution III: Support for Minimum Level of Technology;
- Solution IV: Remote Court Interpreting and Bandwidth (also presented in *Issue Code 36344C0*).

³ U.S. Census Bureau Quick facts, <https://www.census.gov/en.html>

A defined business need is associated with each of these areas.

Funding the Comprehensive Plan

This legislative budget request is being filed to secure \$25,907,787 in recurring and non-recurring general revenue and 70.0 FTE for Fiscal Year 2018-19 to fund the statewide technology needs of the trial courts. This request will fully fund many of the major projects associated with the statewide implementation of the comprehensive technology plan, including the expansion of remote interpreting technology and the associated bandwidth, which are also included in Issue Code 36344C0 and discussed in more detail in the Schedule IV-B associated with that issue code. The requested funding will serve to implement, support, maintain, and refresh current trial court systems, while ensuring continued support from county funding.

The specific components within each of the four solution are critical to ensuring the trial courts are able to meet the needs of the public and of the judges and court staff who serve them. All four solutions have validated systems currently in use around the state. These systems are in need of either expansion to increase the scope of the coverage, further development to improve the functionality of the process, or maintenance and refresh to ensure the stability of the equipment. Funding these needs will have a miniscule risk of failure and a high level return on the investment.

Solution I: Secure Case Management and Processing System (CAPS). The Secure Case Management and Processing System consists primarily of the Court Application Processing System, or CAPS. CAPS are recently-developed computer application systems, developed by internal staff as well as external vendor products. It is designed for in-court and in-chambers use by trial court judges and court staff but also allows them to work on cases from any location and across many devices and data sources. Initial installation of this technology is almost complete in all divisions across the state; however, additional funding is needed to achieve full system functionality. The system will provide judges with rapid, real-time, and reliable access to case management information; provide access to and use of case files and other data in the course of managing cases, scheduling and conducting hearings, adjudicating disputes, and recording and reporting judicial activity; and allow judges to prepare, electronically sign, file, and serve court orders. Sometimes referred to as a “judicial viewer,” this web-based processing system is a vital component to the adjudicatory function of Florida’s trial court judges and has the potential to serve as the framework for a fully automated trial court case management system. This solution also includes statewide support of systems that are used in multiple jurisdictions in order to share technology and provide for economies of scale. Estimated costs for each element of CAPS are below:

<i>CAPS Applications Development and Licensing</i>	\$3,534,931
<i>Support Services – CAPS Refresh and Maintenance</i>	\$2,331,589
<i>Support Services – Statewide Cross-Jurisdictional CAPS (2.5 FTE)</i>	\$507,289
Solution I Subtotal	\$6,373,809

Solution II: Digital Court Reporting (DCR). Court reporting is the creation and preservation of a record of words spoken in court, and when necessary, provides their timely and accurate transcription in the event that an appeal is filed. Funding to support technological systems comprising audio/video hardware and software will support the delivery of these services in criminal and other court proceedings in which a person’s fundamental due process rights are at stake. Digital court reporting represents an economic alternative to traditional in-person services in many court proceedings. While stenographic recording remains a necessary form of court reporting in particular kinds of cases, selective implementation of digital court recording technologies has assisted the trial courts in providing efficiencies and addressing the diminishing supply of stenographic firms willing to do business with the courts. Courts utilize outdated hardware and software, installed nearly 10 years ago, to create the official record. That equipment is now in dire need of refresh or the courts face the risk of system failures. This solution also includes statewide support of systems that are used in multiple jurisdictions in order to share technology and provide for economies of scale. Costs associated with this solution are below:

<i>DCR Expansion</i>	\$1,368,155
<i>Support Services – DCR Refresh and Maintenance</i>	\$3,189,640
<i>Support Services – Statewide Cross-Jurisdictional DCR (2.5 FTE)</i>	\$557,289
Solution II Subtotal	\$5,115,084

Solution III: Support for Minimum Level of Technology. The public views the courts as a single system or enterprise; few concern themselves with the details of court organization. When courts fail to function like an enterprise, this can inhibit the public’s access to the court. The same is true for inconsistent services and service interfaces – whether in person at the courthouse, or on-line. Implementation of a minimum level of technology is required to ensure all citizens receive a more comparable level of services provided by the courts, without regard to county of residence. This business need includes core function technology services detailed in section VI.A.1. of this report, and staff to support, operate, and maintain these systems. At present, service levels vary by county due to disparate county funding; therefore, one feature of the plan is to provide a minimum level of technology for all trial courts, which will allow them to meet their constitutional and statutory requirements. Estimated costs for this solution are below:

<i>Core Function Capabilities</i>	\$3,821,790
<i>Information Resource Management Consultants (20 FTE, 1 per Circuit)</i>	\$2,199,158
<i>Information Systems Analysts (45 FTE)</i>	\$3,432,421
<i>Training and Education</i>	\$396,750
Solution III Subtotal	\$9,850,119

Solution IV: Remote Court Interpreting and Bandwidth (also presented in Issue Code 36344C0). Court interpreting ensures the reduction of communication barriers based on disability or limited ability to communicate in English. Fair resolution of court matters for linguistic minorities is intertwined with the efficient and effective administration of justice. Funding to support technological systems comprising audio/video hardware and software will support the

delivery of these services in criminal and other court proceedings in which a person’s due process rights are at stake, or fundamental rights are involved, while also wisely using state resources. Additionally, the circuits are experiencing an increased demand for qualified interpreters in Florida, which are currently in short supply. While population centers are home to more interpreters, rural areas of the state lack the same resources. The use of audio/video technology will assist in improving access to qualified interpreters remotely over a broader geographical area. Successful implementation and statewide expansion of remote interpreting technology may serve as the foundation for additional remote capabilities in other due process areas such as expert witness testimony. As these systems depend on reliable internet connectivity, increased bandwidth is needed to ensure sufficient audio and video data transmission across the virtual remote interpreting network including within circuit boundaries and to the statewide call manager located in Tallahassee. Costs associated with this solution are below:

<i>Remote Interpreting Implementation</i>	\$2,841,610
<i>Support Services – Refresh/Maintenance for Remote Interpreting Equipment</i>	\$84,428
<i>Support Services – Statewide Call Manager for Remote Interpreting</i>	\$171,371
<i>Bandwidth</i>	\$1,471,366
Solution IV Subtotal	\$4,568,775

This remote interpreting solution is also part of the state courts system’s separate budget request on comprehensive court interpreting resources. Remote interpreting technology is also included in the comprehensive interpreting request because, together with the human resources elements of that request, it enables the court system to deliver interpreting services to court users in a holistic manner – deploying the most effective service delivery model to meet the needs of each particular interpreting event. Thus, remote court interpreting and bandwidth are critical components of both budget requests.

Impact of Not Funding the Comprehensive Plan

In the event that a comprehensive strategy for addressing trial court technology needs is not funded, the State Courts System (SCS) will face significant challenges in the upcoming years as technology continues to be integral to the effective operations of the trial courts: 1) technology will be funded in a reactive rather than proactive approach, exposing the SCS to increased risks for large system failures; 2) inequality in county funding for technology will continue to create inconsistencies in the tools that trial courts use to deliver services to citizens around the state; 3) the SCS will remain in the position of filing piecemeal requests with the Legislature to implement, support, and refresh various technology projects; and 4) the citizens will not receive all of the benefits and efficiencies that technology facilitates in the trial courts.

2. Business Objectives

The guidepost for the [*Florida Trial Court Technology Strategic Plan: 2015-2019*](#) (Plan) is the primary mission or “business” of the courts – protecting rights and liberties, upholding and interpreting the law, and providing for the peaceful resolution of disputes. Because the courts’ constitutional responsibility is to adjudicate cases, the Plan focuses on the responsibility of the courts to promote the prompt and efficient administration of justice and the technological tools

needed to effectively manage cases and court resources. The Plan identifies the business capabilities, or objectives, necessary to ensure technology fully supports the courts' primary mission. These objectives include:

- Providing a more consistent level of court services statewide by establishing and funding a minimum level of technology to support all elements of the State Courts System enumerated in section 29.004, Florida Statutes.
 - Citizens have access to a consistent level of minimum court services, regardless of geography.
 - The official court record is made in an accurate and reliable manner statewide.
 - Judges receive complete, accurate, secure, and real-time information from various data sources.
 - Reliance on paper files and manual file movement is reduced.
- Implement best practices for funding by incorporating full life cycle costs of all trial court technology ensuring long-range functionality and return on investment.
 - Technology needs are evaluated to include full life cycle costs.
 - Resources are managed in a proactive rather than reactive manner.
 - Technology is acquired and deployed statewide in a strategic process.
 - Systems are refreshed prior to reaching obsolescence.
- Sustain the systems and applications in the trial courts by a) ensuring courts have appropriate staffing levels available to support technology demands; and b) improving training and education for staff.
 - Judges and court staff receive timely assistance from knowledgeable technical support staff.
 - Court staff receive education and training to maintain contemporary knowledge of technical systems and applications.
 - Court staff retention is improved, resulting in human resource-related cost savings.

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

B. Baseline Analysis

1. Current Business Process(es)

To establish a baseline analysis, each element of the current business process was evaluated.

Solution I: Secure Case Management and Processing System. To address local need, judicial circuits have developed several court data collection systems to perform case processing and resource management needs. Although the needs addressed in these systems are common to the courts, years of piecemeal development have resulted in system incompatibility and inconsistencies in data collection. To overcome these disparities, the trial courts need a statewide integrated approach to data management and a more comprehensive performance evaluation tool.

Solution II: Digital Court Reporting. Court reporting services have evolved in light of technological advancements in the industry. Most circuits have now incorporated Computer-Aided Transcription (CAT) and/or real-time stenography as well as integrated digital audio/video technology as part of an overall blended service delivery model. For court reporting, recordings must be created and stored; therefore, when a proceeding is recorded by a stenographer, an official hard-copy transcript may be produced and provided to a requesting party. When a proceeding is audio/video recorded, a copy of the recording may be provided through a CD or DVD, as an alternative to the transcript. During FY 2015-16, approximately 1,096,077 transcript pages and 25,358 media copies were produced statewide for judges, state attorneys, public defenders, private attorneys, and other parties to a case.

Court reporting services are delivered using a blended service delivery model that includes both stenography and digital court recording technology. Proceedings with a high probability of a hard-copy transcript being requested (e.g., Capital Murder cases) are best served by stenographic court reporting. Most other case types, which do not have a high probability of needing a hard-copy transcript, are better suited to digital court reporting (which costs less). Implementation of court reporting technology occurs gradually, typically beginning in one division of court in order to allow time for educating and training stakeholders such as judges, court personnel, state attorneys, and public defenders and for testing the process. Once the process is perfected in one division of court, the technology is expanded to other divisions.

Solution III: Support for Minimum Level of Technology. At present, technology services and staff support vary between the 20 judicial circuits and 67 Florida counties. These services are funded through state and county funds but there are competing priorities for limited shared resources paid for by the county. Fifteen of the 20 judicial circuits are multi-county circuits and experience difficulty in sharing resources across county lines or providing equitable services within the Circuit due to variations in county support. Court technology staff includes both county and state-funded employees. Many new technology initiatives are court-specific and need dedicated, well-trained staff support, which varies between counties as is illustrated below.

Current Resources

State-Funded Technology FTE Positions

1 Trial Court Technology Officer FTE position
per circuit

- Implement and maintain current technology investments
- Anticipate and plan for future technology needs of the courts
- Coordinate and manage both state funded initiatives and county funded technologies

County-Funded Technology FTE Positions

Varied levels of FTE support throughout the state

- Current levels of technology services vary across circuits and counties
- Competing priorities for limited shared resources
- Difficulty in sharing resources across county lines
- Difficulty providing equitable services within circuits due to variations in county funding support

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

2. Assumptions and Constraints

Assumptions - As previously introduced in the statement of business need, the future of the court will involve technology at an ever-increasing level. The shift into the digital environment parallels the clerk of court's transition to a digital business model and society's growing reliance on electronic resources.

Constraints - While not unique to the Florida courts, the following constraints are acknowledged:

- There necessarily are a number of governing bodies, both internal and external, that are responsible for various aspects of trial court technology.
- Funding resources do not match expected levels of service.
- Levels of service provided are not consistent across the state, even at a minimum level.
- Access to court information is not standardized, complete, or timely as court users may desire.
- Additional training opportunities are needed for technology staff.

C. Proposed Business Process Requirements

1. Proposed Business Process Requirements

To establish the necessary business process requirements, the Office of the State Courts Administrator (OSCA), with facilitation by the National Center for State Courts (NCSC), organized a two-day workshop of key leaders in court technology in August 2014. The Trial Court Administrator and Court Technology Officer from each of the 20 judicial circuits attended the workshop. The participants identified guiding principles, identified and prioritized business capabilities, and determined required corresponding technical capabilities. Subsequently, the Trial Court Budget Commission's Trial Court Technology Funding Strategies Workgroup refined these business capabilities and aligned them with required technical capabilities. The resulting plan identifies the necessary business capabilities and corresponding technical capabilities the trial courts must possess in order to function effectively. To arrive at these capabilities, the plan adopts the court's constitutional responsibility as its business mission – the “business” of the court is the prompt and fair adjudication of disputes. The following business capabilities were identified as most critical:

- Provide a more consistent statewide level of court services by establishing and funding a minimum level of technology to support all elements of the State Courts System enumerated in section 29.004, Florida Statutes.

Discussion. The scope of this capability encompasses all systems and applications in the trial courts, including the Court Application Processing System and other systems that allow the courts to accurately make the official court record. To establish statewide standardization, this capability requires minimum levels of essential core court technology services.

- Implement best practices for funding by incorporating full life cycle costs of all trial court technology, which ensures long-range functionality and return on investment.

Discussion. Such best practices identify complete life cycle costs for all proposed projects and include cost/benefit analyses. The scope should include proactive analysis of information technology resource needs and planning to avoid operating in a reactive mode. Development of funding proposals should be conducted through an enterprise approach, with adequate oversight for technology and accountability for financial resources.

- Sustain the systems and applications in the trial courts by a) ensuring courts have appropriate staffing levels available to support technology demands; and b) improving training and education for staff.

Discussion. Current levels of technology staff support vary across circuits and counties. There are competing priorities for limited shared resources paid for by the county. Additionally, multi-county circuits can have difficulties in sharing resources across county lines or providing equitable services within the circuit due to variations in county support of staff. Many new technology initiatives are court specific and need dedicated, well-trained support staff.

- Provide a consistent level of access to qualified court interpreters in all areas of the state by ensuring courts have necessary technology to participate in virtual remote interpreting and the bandwidth to support increased demand on existing resources.

Discussion. Court interpreting services are an integral component to the business of the courts – protecting rights and liberties, upholding and interpreting the law, and providing for the peaceful resolution of disputes. In order to ensure the rights of Florida’s LEP population, court interpreting services must be accessible and consistent across the state. The trial courts continue to face challenges in addressing the increased needs for quality interpreting services amid a short supply of qualified interpreters. By embracing technology, the State Courts System can eliminate geographical hindrances, improve access to qualified court interpreting services statewide, and leverage current resources to improve efficiency and effectiveness. As noted previously as part of the courts business

needs, VRI is a solution that enables courtrooms to have on-demand and scheduled access to a pool of certified interpreters via the use of a statewide audio/video network.

2. Business Solution Alternatives

There are many equally valid approaches to implementing successful technology projects of this scale. Each approach has advantages and disadvantages, and some challenges are simple to solve in one approach, while more complex in another. When considering any long-term technology project, the trial courts realize it is critical to determine a specific approach and then maintain that approach. Moving from one approach to another and back again because the solution to a particular challenge is a little simpler “on the other side of the fence” inevitably reduces a system’s effectiveness through unintended consequences and typically results in development delays and cost overruns.

In the process of selecting a viable business solution, the trial courts considered the two most common technological design options while remaining committed to the goal of the courts’ technology projects, which is to provide the judiciary and court managers the tools necessary to accomplish their adjudicatory and management functions efficiently and effectively. Each design option requires substantially different development paths to implementation. One is a single-system approach also known as monolithic.⁴ The second is a multiple-systems approach, which includes both modular⁵ and hybrid⁶ system designs.

Option One: Single-System Development Approach. Under a single-system approach, all requirements for a complete court management system are identified at once and released together under one full specification. There are certain advantages to this approach, such as tight control and better resistance to problems like feature creep.⁷ However, a single-system approach would not produce a tangible work product for at least two to four years. Further, it is the least flexible approach, in that the very efficiencies offered would also create interdependencies that would complicate the final system’s ability to adapt. For example, under a single-system approach, all of the functions of the system are consolidated into one tightly integrated application. Although tight integration provides opportunities for system efficiencies and uniformity, it is typically not possible to separate functions and operations or make changes to one set due to the impact it may have on another set.

Several circuits have already benefitted significantly from local efforts to integrate technology. A single-system approach would provide little value or structure to these existing development projects. Ultimately, local existing development projects would drastically alter or cease all together if a monolithic system were imposed, resulting in a loss of return on “established costs” and time investments made by numerous stakeholders around the state. Since a monolithic type

⁴ There are a number of potential problems associated with monolithic systems including, but not limited to: configuration, proprietary design, modification limits, obsolescence, support, and vendor lock-in.

⁵ A “modular system” is a system in which all of the major court functions are divided into discrete, independent applications that share data and services via a defined application program interface.

⁶ A “hybrid system” expresses characteristics of both modular and monolithic systems.

⁷ Feature creep is referred to as the tendency for product requirements to increase during development beyond those originally planned, sometimes leading to cost overruns and quality issues.

of system requires an all-in-one development approach, it eventually leads to a single vendor lock-in, which over time can become very costly and may reduce the overall effectiveness of the chosen system.

Option Two: Multi-Systems Development Approach. The second approach to systems development is to break the final system into broad but distinct areas of court management. The systems specifications for these distinct areas are developed independent of the other areas. Advantages to this approach include maximal opportunities for partial implementation of court management solutions as well as the greatest opportunity to absorb existing development specifications. A key disadvantage is an increased chance that later components will possess features that are incompatible with earlier components, but thoughtful planning will mitigate this risk.

Historically, the court system has benefited from multiple-system solutions. This is primarily due to the fact that incremental, modular development can be accomplished as a series of short-term, targeted projects that produce usable results ready for field deployment. There are 11 interrelated functional areas that partition the activity of the court system into distinct groups⁸: Case intake; case management and tracking; case scheduling; resource management; court proceedings; document management; budget and financial management; personnel management; research and data management; technology management; and general administration management and oversight. From a larger court management perspective, these functional areas can be viewed as modules within a court data system. A completely modular system provides each of the 11 functional modules as independent, standalone systems that interact via the sharing of data and services. A hybrid system combines design elements of both a monolithic and a fully modular system. For example, the 11 previously-defined functional modules could be condensed into fewer operational modules.

One major benefit of a multiple-systems approach is that it offers maximum flexibility. Jurisdictions can leverage existing infrastructure and multiple vendors can be employed to provide modules, ultimately driving down costs through competition. In addition, jurisdictions can select the modules that most appropriately meets their operational needs.

3. Rationale for Selection

The court system has not implemented a comprehensive, branch-wide data management system; however, each circuit and county has implemented some form of data management system in the last 15 years. Several conclusions have emerged, which form the rationale for selecting a viable business solution:

- There should be clear court authority over trial court technology.
- Resource planning should be prioritized based on business needs.

⁸ Office of the State Courts Administrator staff compiled information on court functions using a variety of sources including: Supreme Court Orders (AO09-30, AOSC03-16), National Center for State Courts information, and individual circuit processes and procedures. Input was requested from all circuits and was documented in the Report on the Automation of Trial Court Functions.

- Funding levels should match defined and required levels of service.
- There should be a consistent minimum level of court services provided across the state. Because resources of local courts will always vary to some extent, this fourth principle is intended to support a consistent *minimally acceptable* level of services statewide. It is intended to establish a floor for available services – not a ceiling or a rigid level.
- Access to court information should be standardized, complete, and near real-time.
- Staff supporting court technology should be competent and well trained.

4. Recommended Business Solution

To identify a solution, a review of the major system design approaches was conducted in the context of the State Court System’s business, organization, and technical environment. The trial courts recommend the Multi-Systems Development Approach (Option 2) as the only viable solution to address their business needs.

This option will allow the courts to complete the implementation of the CAPS; improve the delivery of court reporting services; and support a minimum level of technology in all jurisdictions. Additionally, under this multiple-systems approach framework, the courts will have the capacity to continue to build upon existing data management system investments, achieve interoperability between internal and external systems, and increase our functional lifespan on present equipment as well as overall return on investment.

D. Functional and Technical Requirements

The following functional and technical requirements are associated with the need to provide a more consistent level of court services statewide by establishing and funding a minimum level of technology to support all elements of the State Courts System enumerated in section 29.004, Florida Statutes:

- Identify common services.
- Determine the core minimum service levels required.
- Develop minimum standards for technical support of common services and service levels.
- Estimate adequate enterprise funding needs for required services and service levels.
 - Based on state and county funding.
 - Based on funding requirements for circuit-wide functions that cross county boundaries.
- Continue development of the statewide Court Application Processing Systems that provide consistent access to and availability of information across the counties and circuits.
- Identify and develop specifications for standard data exchanges, both internal and external.
 - Standardize data definitions and data entry rules for key court information.
 - Establish internal user support groups for existing systems and applications.

- Identify and provide a consistent statewide level of services for digital audio/video recording, to include the expansion of digital court reporting equipment in necessary courtrooms and hearing rooms not already outfitted with the technology.
- Install replacements and provide adequate continuing maintenance for standards-based digital audio/video recording equipment, to ensure consistent capturing of the official record across all circuits.
- Provide statewide support of systems that are used in multiple jurisdictions in order to share technology and provide for economies of scale.

The following functional and technical requirements are associated with the need to implement a best practice process for funding by incorporating full life cycle costs of all trial court technology, which ensures long-range functionality and return on investment.

- Identify and support the ongoing development and implementation of an enterprise view of technology for the judicial branch.
- Plan strategically for deployment of technology, utilizing limited resources.

The following functional and technical requirements are associated with the need to sustain the systems and applications in the trial courts by a) ensuring courts have appropriate staffing levels available to support technology demands; and b) improving training and education for staff.

- Provide a minimum level of information technology staff in all 20 judicial circuits to ensure circuit-level dedicated resources to support all statewide, court-specific technology systems.
- Acquire additional commercial automated/online training resources for judicial officers and staff, in order to ensure that technology is fully utilized and supported statewide.
- Acquire additional or improved training modules for vendor-provided court applications.
- Establish an enterprise usability lab for court applications and websites.
- Create a comprehensive set of online functional training modules for court staff.
- Identify technical training shortfalls for information technology staff as technology needs grow and change.

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

III. Success Criteria

SUCCESS CRITERIA TABLE				
#	Description of Criteria	How will the criteria be measured/assessed?	Who benefits?	Realization Date (MM/YY)
<i>Solution I: Secure Case Management and Processing System</i>				

SCHEDULE IV-B FOR TRIAL COURT TECHNOLOGY COMPREHENSIVE PLAN

1	Provide access to accurate, timely, and complete information to judicial staff ⁹ in order to adjudicate cases	The Florida Courts Technology Commission (FCTC) will continue to implement standards that further the development of court application processing system technology infrastructure within the judicial branch	All judicial staff, stakeholders, and public	09/18
2	Maintain information storage technology to support all elements of the court system, including implementation of electronic case files (e-filing)	Continue to implement policies and practices that ensure comprehensive case management information systems that integrate with case maintenance systems of the clerks of court	All judicial staff, stakeholders, and public	09/18
3	Improve the efficiency of adjudicating court cases	Expand and integrate information technology systems that support best practices within the courts, including resource management and performance measurement systems	All judicial staff, stakeholders, and public	09/18
4	Improve the timeliness of providing access to the official court record	Continue to improve data sharing and integration with justice system partners	All judicial staff, stakeholders, and public	09/18
5	Provide support for, maintain, and refresh technology critical to ensuring the trial courts statewide are able to meet the needs of all stakeholders	Enhance the capacity of the State Courts System to manage court resources and services in a cost-effective and accountable manner	All judicial staff, stakeholders, and public	09/18

Solution II: Digital Court Reporting

1	Improve consistency in required court reporting services provided statewide (outcome)	Examine compliance with common service definitions, consistent service level agreements, and defined resource requirements	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	09/18
2	Increase in the number of digital court reporting recordings statewide (outputs)	Examine the number of digital court recording hours	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	09/18
3	Contain overall operational cost of providing court reporting services (outcome)	Examine overall existing operational costs in comparison to operational cost changes that occur with the support of technology	Judges, state attorneys, public defenders, conflict counsel, private	09/18

⁹ For purposes of this table, and the Benefits Realization table, “judicial staff” includes judges, quasi-judicial officers, case managers, judicial assistants, and court administration staff.

SCHEDULE IV-B FOR TRIAL COURT TECHNOLOGY COMPREHENSIVE PLAN

			attorneys, pro se litigants, and other parties to a case	
4	Improve timeliness of providing access to the records of court proceedings (outcome)	Examine the time from when services are requested to when services are rendered	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	09/18

Solution III: Support for Minimum Level of Technology

1	Provide a consistent level of court services statewide to support all elements of the State Courts System	Compare services provided in those counties where a funding gap exists to service levels in counties that provide services for at least a minimum level	All judicial staff, stakeholders, and public	09/18
2	Provide appropriate staffing levels to support technology demands	Provide a consistent level of minimum information technology staff support in all 20 judicial circuits around the state	All judicial staff, stakeholders, and public	09/18
3	Provide knowledgeable staff to support all statewide, court-specific technology systems	Improve staff education to provide knowledgeable technical support to the judiciary	All judicial staff, stakeholders, and public	09/18

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

IV. Schedule IV-B Benefits Realization and Cost Benefit Analysis

A. Benefits Realization Table

BENEFITS REALIZATION TABLE					
#	Description of Benefit	Who receives the benefit?	How is benefit realized?	How is the realization of the benefit measured?	Realization Date (MM/YY)
Solution I: Secure Case Management and Processing System					
1	Provides consistent access to and availability of data across counties and circuits	All judicial staff, stakeholders, and public	Expedites and streamlines the processing of cases and the generation and processing of orders and notices disseminated electronically for internal and external users	Monitoring data of cases being adjudicated in a timely manner	09/18
2	Provides complete information to judges, from different data	All judicial staff, stakeholders, and public	Judges can securely access and review case-related documents, add notes, and sign orders from anywhere	Monitoring data of cases being adjudicated in	09/18

SCHEDULE IV-B FOR TRIAL COURT TECHNOLOGY COMPREHENSIVE PLAN

	sources, which allows for improved efficiency in judicial decision-making			a timely manner	
3	Allows judges to electronically receive, manipulate, and manage the electronic record	All judicial staff, stakeholders, and public	Judges can view electronic dockets for future dates and pull up cases and documents from those cases for review	Monitoring data of cases being adjudicated in a timely manner	09/18
4	Provides a means for secure electronic transmission of documents among the courts and the clerks of court	All judicial staff, stakeholders, and public	Documents and forms are generated electronically, and can be transmitted securely	Monitoring data of cases being adjudicated in a timely manner	09/18
5	Provides efficiencies in judicial and staff time	All judicial staff, stakeholders, and public	Alleviates delays associated with the judge, case manager or staff having to wait for the paper case file to be delivered by the clerk before reviewing, case managing or taking action on a case	Monitoring data of cases being adjudicated in a timely manner	09/18
<i>Solution II: Digital Court Reporting</i>					
1	Improves access to court reporting	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case.	Technology will enable stakeholders, in appropriate proceedings, to receive copies of audio recordings on CD versus waiting for a stenographer to provide transcripts.	Examine the number of CD's and page transcriptions provided	09/18
2	Improves timeliness in court reporting services	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case.	With the use of technology, stakeholders may receive a copy of a recording almost immediately following a court proceeding	Examine the time from when services are requested to when services are rendered	09/18
<i>Solution III: Support for Minimum Level of Technology</i>					
1	Provides a minimum level of information technology services in all 20 judicial	All judicial staff, stakeholders, and public	Provide judicial circuits necessary resources to be able to deliver a minimum level of technology services	Monitor technology services in each circuit to ensure all	09/18

	circuits			requirements are met	
2	Provides a consistent level of minimum information technology staff support in all 20 judicial circuits	All judicial staff, stakeholders, and public	Provide circuit-wide support of the statewide, court-specific technology systems that exist in the trial courts	Monitor workloads to ensure sufficient staff is housed in each circuit	09/18
4	Provides training for information technology staff to ensure skills keep pace with new court technology across the state	All judicial staff, stakeholders, and public	Occasional staff needs are met using shared resources, avoiding project delays and/or costs to hire temporary/contract help	Monitor reports from automated and vendor-provided training modules	09/18

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

B. Cost Benefit Analysis (CBA)

Please see Appendix B for Solution I: Secure Case Management and Processing System.

Please see Appendix C for Solution II: Digital Court Reporting.

Please see Appendix D for Solution III: Support for Minimum Level of Technology.

Please see Appendix E for Solution IV: Remote Court Interpreting and Bandwidth

V. Schedule IV-B Major Project Risk Assessment

In developing responses to the Risk Assessment Tool (Appendix F), we recognize that many of the tool’s questions address more narrowly-focused projects and requests the following considerations be taken into account:

- This plan represents multiple projects and components that will be implemented at multiple sites (courthouses) in all 67 counties that comprise the 20 judicial circuits of the trial courts.
- Historically, most trial court technology systems have been implemented at the local level, with oversight and project monitoring occurring by circuit-level staff more familiar with local needs. This plan retains that approach but will complement local project managers with support from a state-level Project Management Office (PMO) housed in the Office of the State Courts Administrator (OSCA). The PMO will be available to assist the trial courts in planning for and deploying technology.
- To address local need and integration requirements, the trial courts have installed

different in-house and vendor based systems that adhere to the Florida Court Technology Commission's established business process requirements. There are 7 versions of the Court Application Processing System in use or being installed throughout the state. The systems are discussed in greater detail in section VI. and the *CAPS Implementation Matrix* (Appendix G) document provides a detailed account of the implementation status and functionality for each county. Courts are also utilizing different systems for court reporting service delivery. While this does not pose a problem operationally, it does present challenges in answering questions on the risk assessment tool.

- The specific components within each of the four solution are critical to ensuring the trial courts are able to meet the needs of the public and of the judges and court staff who serve them. All four solutions have validated systems currently in use around the state. These systems are in need of either expansion to increase the scope of the coverage, further development to improve the functionality of the process, or maintenance and refresh to ensure the stability of the equipment. Funding these needs will have a miniscule risk of failure and a high level return on the investment.

Risk mitigation measures are discussed below.

Risk Mitigation

Strategic – Project objectives are clearly aligned with the State Courts System's mission and constitutional authority. Objectives were developed through a collegial process and are documented and understood by stakeholders; senior management remains involved in the project through completion stage. Proposed technology solutions are expected to produce a direct, measurable impact on business processes. To the extent possible (over 80 percent), project assumptions, constraints, and priorities have been defined. Externally, the public will experience consistent access to the trial courts and improved case processing time. Internally, judges, court staff, and other court partners will experience streamlined access to records, consistently provided services across jurisdictions, and increased availability of accurate and timely case data. These are all viewed as positive benefits of the proposed solutions.

Technology Exposure – The State Courts System's managers and staff have direct experience with implementation of these systems, as demonstrated in representative ongoing projects such as the Court Application Processing System. All judicial circuits have successfully installed CAPS in one or more divisions of the trial courts. Funded from the National Mortgage Settlement, these systems include performance measures that provide valuable circuit-level data to assist court managers. The technology solutions proposed in this request will capitalize on the success of these projects and increase the courts' return on existing investment. Alternative solutions, including a single-system model, have been determined to be unfeasible for the scope and desired end-state of this plan. All technology standards utilized in development of this plan represent compliance with FCTC standards, which are built upon industry accepted standards and best practices. Moderate changes to current infrastructure are identified; hardware and software capacity requirements are based on historical data and new system design specifications and performance requirements.

Organizational Change Management – Moderate organizational change is expected as a result of this project, including:

Staff changes – The addition of 70 new FTE, dispersed throughout the 20 judicial circuits and in the Office of the State Courts Administrator, will support a minimum level of technology and the essential technology functions identified in this plan. This represents a 1.68 percent FTE count increase; less than 1 percent of the State Courts System’s contractors are expected to change as a result of this plan.

Business process change – “Business” processes will change as a result of a streamlined case management system and enterprise-based court reporting service delivery. These changes have been identified and documented to the extent possible (over 80%) and are expected to produce a positive impact on the organization. To date, an Organizational Change Management Plan has not been developed, but if appropriate funding is secured, the State Courts System will engage in activities that assist the trial courts in managing this change. The project is not expected to have any negative impact on Florida’s citizens or other state or local government agencies with regard to the ways in which users access the State Courts System; however, it is anticipated that interactions between these groups will be improved as a result of this project. As a result of Revision 7 to Article V of the Florida Constitution, the State Courts System successfully managed the shift of technology funding from the state budget to the 67 respective county budgets. That shift represented an organizational transformation on a much larger scale than is expected as a result of this project, but it demonstrates the State Courts System’s ability to manage large-scale change.

Communication – The State Courts System prides itself on fostering a collaborative environment in which solutions are developed by Supreme Court-appointed commissions and committees comprised of judicial branch leaders from around the state. The project adopts the *Florida Trial Court Technology Strategic Plan: 2015-2019* (Appendix A) as its de-facto Communication Plan. The plan was approved by the Trial Court Budget Commission and adopted by the Florida Supreme Court. In addition, the Trial Court Budget Commission, the Florida Courts Technology Commission, the Judicial Management Council, and other related committees of the branch meet regularly and discuss the progress of branch-wide projects, as well as any pilot projects, or local projects of greater concern or interest.

Fiscal – A spending plan has been approved and is proposed in association with this legislative budget request. Estimates (see Appendix H) are based on historical funding requirements and staff’s best efforts to account for all known project costs as well as tangible and intangible benefits. Although funding is being sought at the state level, the decentralized nature of the trial courts dictates that procurement plans and vendor contracts will be developed and executed at the circuit level. In addition, due to the specialized nature of the equipment associated with court technology, equipment leasing has been determined to be impractical.

Project Organization – State-level Project Management Office (PMO) services will be provided to assist circuits with project implementation phases. The PMO, housed in OSCA, will provide project management and high-level oversight of the proposed plan. The Trial Court Budget Commission will also vet many aspects of the project in their capacity as decision-makers over

all trial court budget matters, to include all changes in project scope and estimated costs.

Project Management – This project will be managed with high-level oversight by the OSCA-PMO services, through consultation with the State Courts System executive management teams (Trial Court Budget Commission and Florida Courts Technology Commission). Once circuit-level funding is allocated, the executive management teams in the circuits (Trial Court Administrators and Trial Court Technology Officers) will be responsible for management and implementation at the local level. Circuits are encouraged to adhere to the project implementation plans discussed in section VII of this document.

Project Complexity – The State Courts System has implemented technology projects of similar complexity. This project involves a central project-oversight team at the state level and multiple implementation team members at the circuit level; end users are dispersed across over multiple sites (courthouses) statewide. The project is not expected to impact state operations or external entities, but is projected to have a positive impact on State Courts System business processes and infrastructure.

VI. Schedule IV-B Technology Planning

A. Current Information Technology Environment

1. Current System

The current information technology environment includes both state- and county-owned equipment, systems, hardware, and software. These systems contain legacy hardware and software as well as more recently developed or acquired technology tools. Each of the 20 judicial circuits has acquired and deployed new technology enhancements to varying degrees. Some general technology specifications are outlined in the Florida Supreme Court's and the Office of the State Courts Administrator's [Integration & Interoperability Document](#) (Appendix D). The requirements and standards in that document were defined by analyzing functional requirements, current information architecture, and infrastructure reports, and applying that knowledge to a solution that reflects the current state of the information management industry standards and best practices for integration and interoperability. Additional system-specific standards have been developed for each technology element included in this request and are discussed in detail in the following sections.

a. Description of Current System

Solution I: Secure Case Management and Processing System. As previously noted, courts have moved from a primarily paper-based production environment to an increasingly electronic environment. When a party files a document in the court system, the filer logs into the Portal and submits the filing electronically. The Portal serves as the transport mechanism for all case filings and transmits the filings to the appropriate clerk of court's office, placing them into a queue for staff review. Once the clerk accepts the filing and the local case management system is updated to reflect new filings, a copy of the data is transferred to the Court Application Processing System (CAPS). Currently, 61 counties have installed CAPS in either one or both the

civil and criminal divisions of court (see Appendix G). Although the counties have installed CAPS, full functionality of the system is not available in all areas.

There are 7 variations of CAPS, developed in-house or purchased through a vendor, in operation in the trial courts (see below). All are customized for court operations and are not considered off-the-shelf products. In order to meet established standards of operation, each system must attain certification through the Florida Courts Technology Commission's (FCTC) Certification Subcommittee by meeting all standards outlined in the [Functional Requirements Document For Court Application Processing System](#) (Appendix J) and must comply with the current version of the [Florida Supreme Court Standards for Electronic Access to the Courts](#) (Appendix K).

Mentis – Mentis Technology Solutions, LLC. is a private software company specializing in document indexing and redaction as well as providing a paperless court alternative for judicial systems. The Mentis court case and document management system is called aiSmartBench and is the chosen solution for 7 judicial circuits in Florida. Mentis has worked independently with each circuit to build a customized solution to meet local needs. Mentis received recertification on June 1, 2016.

Pioneer – The Pioneer Technology Group is a private software development company offering a paperless case processing and document management solution called Benchmark. The 7th Judicial Circuit and Sarasota County in the 12th Judicial Circuit have selected Pioneer as their CAPS vendor and are working with the vendor on a customized system to meet their needs. Pioneer received recertification on October 13, 2015.

ICMS – The Integrated Case Management System, or ICMS, is an in-house CAPS developed by the Court Technology Officer in the 8th Judicial Circuit. This system was custom built to serve the needs of the circuit and has been operating there successfully since 1999. The 3rd, 10th, 14th circuits and Brevard County of the 18th Judicial Circuit are using the same ICMS solution. In addition, the 4th circuit is in transition to install ICMS as their CAPS and two other circuits are testing ICMS for possible transition. ICMS received recertification on October 14, 2015.

JAWS – The Judicial Automated Workload System is an in-house system developed in the 13th Judicial Circuit and later adapted for use in the 6th and 16th circuits. JAWS received recertification on October 14, 2015.

Other In-house Systems - The 15th Judicial Circuit has implemented a customized version of the ICMS solution to best address their local needs and received full certification on November 15, 2015. The 17th Judicial Circuit developed a web-based system primarily for use in the civil divisions. After initial deployment, they continue enhancing the system to customize it for other court types. Their system received full certification on January 25, 2017. Seminole County has implemented an internally developed CAPS that allows court to be conducted without paper files. Their in-house system is currently not CAPS certified.

The goal of CAPS is to provide judges the capability to view and process electronic court cases effectively and efficiently. CAPS will allow the judiciary access to court records maintained by the clerks of court, and will include additional functionality such as case management reporting,

calendaring, case notes, and processing of court orders. The judge will be able to send orders back to the clerks for processing, which allows for bi-directional data flow. CAPS is a web-based application that can be securely accessed anytime, anywhere, and which allows the judiciary to work on cases, insert notes, and electronically sign orders at any time. With the implementation of CAPS, the trial courts have an enhanced capability for efficiently and effectively processing cases.

The National Mortgage Settlement provided funding for technology resources to allow for integration, expansion, and enhancement of current technology resources permitting the circuits to implement CAPS. The system requires continuing maintenance and support to maintain the judicial case management and workload of the courts. The performance requirements of the judiciary drive the need to define an environment that can fulfill the needs of judges and court staff as they interact with the public and other state agencies. Florida courts need to be equipped to participate effectively in the emerging electronic courts environment. An example of existing system requirements, built to serve as a model for performance measurement, is the [Foreclosure Initiative Status Report - October 2015](#), used during the height of the foreclosure crisis. (Appendix L).

Solution II: Digital Court Reporting. Currently, all 20 judicial circuits employ a blended court reporting service model that includes both stenographic and digital audio/video court recording services:

- 1) Stenographic computer-aided transcription, which requires a computer device such as a desktop, laptop, or digital stenography machine to enable a stenographer to record and store notes directly to a network drive or digital media disc. The digitized file may then be translated to readable text for transcription purposes.
- 2) Stenographic real-time transcription. This model requires two or more networked digital computer devices, such as desktops and/or laptops, to enable multiple participants of a court proceeding to view a live, unedited version of the transcript as a stenographer records a court proceeding.
- 3) Local digital court recording. This model involves portable devices such as a laptop or hand-held device (MP3 player) or standalone digital audio/video recording technology such as a workstation. Generally, standalone recording systems are permanently located in a courtroom or hearing room and are typically operated by a digital court reporter. With these systems, a recorder can tag the recording, log speakers, make notations of who is present, and note certain non-verbal events. A reporter is also able to oversee sound quality and provide playback when directed to do so by the judge. Portable devices, such as a laptop, or hand-held devices (MP3 player) are used for off-site proceedings and can be operated by a judge or magistrate. With these systems, notes are taken to identify the speakers and then added to the recording by a reporter once the recording is returned to court administration for storage.
- 4) Integrated digital audio/video court recording solutions. These solutions are comprised of network-enabled devices that may be centrally monitored within a courthouse. Typically,

control rooms are found in larger courthouses. In a control room, one digital court reporter monitors several courtrooms at one time. The reporter views up to four proceedings via video cameras mounted in courtrooms and the judge may give directions to the control room over a microphone or by telephone. This method can also involve remote monitoring of several different courtrooms in different courthouses from an off-site location.

Solution III: Support for Minimum Level of Technology. The current technology environment for this solution is in a state of transition as new technologies are generating new expectations. As the courts become more electronic and online, the public and other court stakeholders expect access “24/7,” but the courts are not currently staffed and resourced to provide that level of service and support. Funding levels should match defined and required levels of service. Listed below are the core technology functions that were determined any court should be able to perform, as compiled by a subgroup of the Trial Court Technology Funding Strategies Workgroup.

Server Management:

- Maintain and support the server infrastructure, storage, E-mail, virtual servers/infrastructure, backup server data, upgrades and server migration
- Qualifications – Data Center Engineer

Network Services:

- Maintain and support all components comprising data, voice, video, wireless and security infrastructure, disaster recovery, redundancy, and connectivity with other agencies/circuits
- Qualifications – Network Engineer – CCNP (Cisco Certified Network Professional)

Electronic Document Management:

- Configure, maintain, and support devices connected to the network such as multifunctional devices, printers, scanners, faxes, etc.
- Provide print/scanning/faxing services to customers (internal and external)

Audio/Video Services:

- Provide support and operational services for audio and visual systems and cabling

Project Management:

(Depends on the circuit technology model and size of the circuit)

- Manage projects, set expectations, and map the benefits to the organizational needs and assures the solution will meet design objectives.
- Qualifications – PMP (Project Management Professional)

Help Desk/Desktop/Training:

- Provide Level 1-2 user support for any computer and application issues
- Provide training for new technologies/applications
- On Call/After Hours Support

Multi-Media Services:

- Provide development, support, and maintenance for the court’s website

Application Development:

- Provide application development, support, and maintenance for the CAPS application, as well as other software to assist in the efficient electronic processing of the court’s work flow

Digital Court Reporting:

- Provide maintenance and support on the digital court reporting hardware and software

Court Interpreting:

- Provide maintenance and support on the remote court interpreting hardware and software

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

b. Current System Resource Requirements

Solution I: Secure Case Management and Processing System. Regardless of whether CAPS are developed in-house or purchased from a vendor, technology staff resources should manage the technical aspects of the project; judges should play key roles in the decision-making framework to ensure the tools that are designed to meet their needs on the bench and in chambers.

Judicial tools should be intuitive and quickly provide judges with access to their information with touch screen technology and/or a minimum of clicks or navigation. Developers should allow for interfaces with other systems and databases through such features as application program interfaces, data mapping, and open systems.

Problems are now arising because the new technology capabilities did not come with life cycle funding to maintain and replace aging equipment, and the courts now face budget challenges related to maintaining this technology on an ongoing basis. It is the intent of the State Courts System to continually support, maintain, and refresh the technology that is critical to ensuring the trial courts statewide are able to meet the needs of judges, court staff, and of the public whom they serve.

Solution II: Digital Court Reporting. Court reporting technology is comprised of many different configurations and types, including analog and digital components. The components can be grouped into four discrete categories.

- 1) Software – The software category provides coverage for all software that operates on both server and client workstation devices that is responsible for managing the capture, processing, and storage of the spoken word and video image of a court proceeding.
 - a. Digital Court Recording Software

- b. Word Processing Software
 - c. Microsoft Windows Operating System
 - d. Anti-virus Protection
 - e. Archive Storage
 - f. Utility Tools
- 2) Digital Computer Hardware – The digital computer hardware category provides coverage of all digital component technologies necessary to operate and maintain the digital court recording software. Primary emphasis is placed on software driven devices including servers for encoding and archiving the record, and monitoring workstations dedicated to operate technology.
- a. Encoding Servers
 - b. Archive Servers
 - c. Monitoring Workstations
 - d. Digital Audio Adapters
 - e. Tape Backup Units
 - f. Servers to Support Call Manager Services
- 3) Media-Related Hardware and Embedded Devices – This category provides coverage of all equipment necessary to adapt the audible and visual analog proceeding. This includes peripherals representing a wide range of technology equipment. Some equipment may include embedded digital technology.
- a. Condensing Microphones and Bases
 - b. Audio and Video Mixers
 - c. High Resolution Video Cameras
 - d. Bench Control Pads
 - e. Splitters, Filters and other Line Level Equipment
 - f. Visual and Audible Monitoring Devices
 - g. Printers
 - h. Video Appliances
 - i. Steno Machines
 - j. Tape Recorders
- 4) Infrastructure – The infrastructure category contains elements necessary to interconnect and operate an integrated court reporting systems. Elements commonly found are data and telecommunications equipment, wiring for audio, video and data networks, and equipment racks.
- a. Any Communications Equipment Supporting Viewing Court Proceedings and Participants
 - b. Uninterruptible Power Supply and Power Conditioning
 - c. Furniture and Equipment Racks
 - d. Cable for Capturing Audio and Monitoring of Court Proceeding

Solution III: Support for Minimum Level of Technology. Florida courts provide a wide variety of services to the public and other court stakeholders, but the type and level of services provided are inconsistent across local jurisdictions. However, implementing consistent levels of service across the trial courts using technology is challenging and requires comparable resources statewide. Current technology funding for the trial courts has typically come from the counties' budgets, and some counties have more funds available from an existing \$2.00 recording fee and other sources to dedicate to trial court technology than other counties. The document titled *The Analysis of Revenue Generated by the \$2.00 Recording Fee* (Appendix M) helps to illustrate the challenges in the current county-level funding involved in supporting a minimum level of technology.

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

c. Current System Performance

Due to the wide variance of equipment and hardware systems, availability and performance vary greatly. While many circuits have fully redundant systems offering failover, other circuits are unable to offer redundancy for mission critical systems, staff to support these systems, or continued training programs to ensure that current and future employees are able to realize system effectiveness.

Solution I: Secure Case Management and Processing System. In Florida, the clerks of court operate essential basic case maintenance systems, as the official records custodian for the courts. In order to access those electronic records, to manage the cases throughout the system, and to manage the operations of the courts, the courts must have a viable case *management* system that can fully interact with the clerks' case maintenance systems. The courts require timely access to reliable information in order to function. While substantial progress has been made, and case management systems are fully available in some counties, in other counties case management systems are only available in some divisions. Florida's courts have made great advances in the use of technology to improve and enhance the efficiency, effectiveness, and timeliness of those processes that are critical to the management of information. Opportunities created by emerging technologies have provided the impetus for the judiciary to meet the multitude of challenges faced by our court system. The judicial branch is committed to improving the administration of justice, enhancing public access and service, and building public trust and confidence.

Solution II: Digital Court Reporting. Several concerns and issues have been reported by the circuits regarding the performance of existing court reporting technology absent a stable funding source to support replacement of these installations.

Currently, court reporting technology equipment is past life cycle timeframes. Much of the equipment that is currently in service is older equipment that should have been refreshed beginning in FY 2009-10. This older equipment is now creating performance issues and is putting circuits at greater risk for large system failures. Due to the increased cost of maintenance agreements, some circuits have discontinued vendor hardware maintenance support and transitioned to an in-house maintenance model. This occurred because circuits were able to rely

on the assistance of county funding for IT support and to stock spares or salvage parts of older equipment. While county assistance for maintenance has been available to some circuits, the lack of state funding to support a periodic refresh of this aging equipment is placing a larger burden on existing staff and putting circuits at greater risk of outages. The old equipment has begun to fail. Circuits have expressed that due process is a critical service area that should have a proactive maintenance approach to avoid outages rather than a poorly supported break-fix model that inherently involves downtime that delays court proceedings.

It should be noted, while many circuits currently use county funds as a stopgap for items that are statutorily the responsibility of the state, most circuits indicate continued reliance on county funding assistance is causing a “ripple” effect on other local county technology initiatives. Many circuits have had to use limited county funds intended for other uses to fill gaps for critical need areas such as court reporting, which reduced funding available for the initially intended use. Thus, other local technology initiatives suffer if less money is available to support them. Since counties are not obligated to support state due process funding needs, there is no guarantee the necessary funding will be provided for court reporting equipment.

Lack of state funding to support refresh and upgrades in due process equipment will not only risk a failure of services, but will ultimately result in higher operational costs. Overall, the majority of circuits note how the trial courts have made substantial strides in bringing efficiencies to the delivery of these services. For example, the use of digital court recording equipment has been institutionalized in the trial courts and has been successful in containing the overall cost of court reporting services. The circuits continue to make strides in advancing efficiencies through piloting efforts of integrated audio/video court interpreting systems. Also, the trial courts have introduced in-house products such as OpenCourt (open source software), which has contained court reporting costs.

In comparison to other states, Florida is at the forefront in utilizing audio/video technology to support both court reporting and court interpreting services. If state funding is not provided to support these prior investments, the court system will be set back several years. For instance, large system failures will result in circuits having to revert back to stenography for those events currently being covered by digital court recording technology, which will increase state costs and positions. This will result in significantly higher operational costs for the judicial system as more costly stenographers will be needed to match the current service level provided by digital court reporters (as digital court reporters are able to monitor/record up to four proceedings at once; stenographers are able to record one proceeding at a time).

Solution III: Support for Minimum Level of Technology. Current system performance for this solution is difficult to quantify based on 1) the many elements included in providing a minimum level of technology services and 2) at present, each of the 67 counties are providing these services in different ways. Some examples of these discrepancies are that information from court-specific technology systems currently cannot flow across county and circuit lines, providing the capability for data to be transported in a secure, timely, and efficient manner; technology staffing levels vary across the 67 counties and current staff are sometimes unable to work on state owned equipment or lack familiarity with court-specific technology systems; and developments and improvements are needed in server management, network services, electronic

document management, and audio/video services so that circuits can provide a more seamless experience to court users.

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

2. Information Technology Standards

All Solutions. The [Integration and Interoperability Document](#) (Appendix I) describes in detail the use of integrated technology throughout the State Courts System. To ensure a uniform baseline for adequate coverage of court proceedings throughout the judicial branch, that document was developed by consensus and supported through active participation by the trial courts. It was subsequently approved by the Florida Courts Technology Commission (FCTC) and is continually reviewed and updated by the FCTC Technical Standards Subcommittee to meet the integration and interoperability in the judicial branch environment.

The [Integration and Interoperability Document](#) also identifies the data transmission of electronic communications systems and describes the integration of local county network infrastructure to the State Network as defined in section 29.008(f)(2), F.S. Overall, the document supports the vision of the FCTC, relative to integration and interoperability among multiple heterogeneous systems.

Solution I: Court Application Processing System. The FCTC adopted the [Functional Requirements Document for the Court Application Processing System](#) (Appendix J) to provide specifications for CAPS to implement the use of information technology and electronic case files in the courtroom and in chambers by trial court judges and court staff. In addition to the functional requirements set forth in this document, systems must comply with the current version of the [Florida Supreme Court Standards for Electronic Access to the Courts](#) (Appendix K). These standards were promulgated in 2009 with the issuance of Supreme Court Administrative Order AOSC09-30 and were updated in 2016.

In 2016, Supreme Court Administrative Order [AOSC16-107](#) (Appendix N) adopted the updated [Standards for Access to Electronic Court Records](#) and the associated *Access Security Matrix*. Both of these sets of standards are continually reviewed by the FCTC to meet the requirements of the judicial branch to receive, manage, maintain, use, secure, and distribute court records by electronic means.

In 2016, the Florida Courts Technology Commission adopted the [Data Exchange Standards](#). The exchange of court data represents an extremely dynamic challenge for all involved. The demands of efficiency, timeliness, accuracy, and confidentiality combine to impose significant, often conflicting, demands on the exchange process. If the court system is to keep pace with the evolving information age, a more global solution is required. The task of this specification was to define a sufficiently rigorous mechanism to standardize the transfer of data between two or more data systems while remaining flexible enough to tailor the exchange particulars required to the specific needs of those systems. These standards cover the exchange of data between local Case Maintenance Systems (CMS), CAPS, and the state level Judicial Data Management Services (JDMS) system and may include interactions with other state level systems such as the

Comprehensive Case Information System (CCIS), as appropriate. Changes to these standards must be approved by the FCTC based on recommendations of the Data Exchange Workgroup before implementation.

Currently, case maintenance standards for the clerks are being developed to ensure that the appropriate data is available for the CAPS and that the systems can be easily integrated.

Solution II: Digital Court Reporting. As previously referenced, the technical requirements that describe the use of integrated technology throughout the State Courts System are detailed in the [Integration and Interoperability Document](#) (Appendix I). In addition, the [Technical and Functional Standards for Digital Court Recording](#), updated in 2015, (Appendix O) offer detailed descriptions on accepted standards for court reporting in Florida's trial courts.

Solution III: Support for Minimum Level of Technology. In order to perform judicial functions and to be responsive to the Legislature, stakeholders, citizens, and businesses in Florida, the courts must have a minimum level of resources to support all court technology and provide a minimum level of technology services as identified above in section VI.A.1.a. See also Appendix P, which identifies the core technology functions a court should be able to perform. Standards for this minimum level of technology have been developed over time and are documented in the [Florida Trial Court Technology Strategic Plan: 2015-2019](#) (Appendix A) and the Supreme Court's [Integration and Interoperability Document](#) (Appendix I).

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

B. Current Hardware and/or Software Inventory

With the exception of some court reporting and court interpreting equipment, current hardware and software has been purchased by local government agencies who retain title. As such, a complete hardware and software inventory would need to be coordinated with each county.

Solution I: Court Application Processing System. As part of the National Mortgage Settlement, the courts received funding for technology resources to allow for further integration, expansion, and enhancement of current technology resources including hardware, software licenses, electronic storage, and programming/integration with the clerks of court systems. The *CAPS Implementation Matrix* (Appendix G) provides an overall view of CAPS installation and functionality progress.

Solution II: Digital Court Reporting. Each judicial circuit maintains an asset inventory referred to as the *Due Process Technology Inventory* (Appendix Q). This inventory tracks all court reporting and court interpreting technology purchased with state or county funds. It captures data elements such as equipment type, equipment location, purchase date, and total cost so as to obtain information on court reporting technology components used in each courtroom and hearing room across the state.

Solution III: Support for Minimum Level of Technology. There is no current inventory associated with this solution; however, the *Analysis of Revenue Generated by the \$2.00 Recording Fee* (Appendix M) helps to illustrate the challenges with current county funding involved in supporting a minimum level of technology and provides an indication of the level of services available in each county. The \$2.00 fee, a service charge collected by the clerks of court from recording instruments, is distributed to the board of county commissioners to be used exclusively to fund court-related technology and court technology needs for the trial court, state attorney, public defender, and criminal conflict and civil regional counsel. Annually, the Department of Financial Services reports on revenue generated from the \$2.00 recording fee as well as county expenditures for court-related functions funded from a variety of county funding sources. A representative example of variances in county funding is illustrated in the table below, which shows expenditures in the Twelfth Judicial Circuit. As the table illustrates, the amount of county-funded court-related technology expenditures is not always correlated with county size, and is often not sufficient to fund basic technology services.

County Funded Court Technology in the 12 th Judicial Circuit		
County	2015-16 Expenditures*	Population Estimate**
Manatee	\$344,022	357,591
Sarasota	\$1,078,616	399,538
DeSoto	\$11,103	35,141

*Based on DFS report reflecting county expenditures for court-related technology in CFY 2015-16.

**April 1, 2016, Projections reported August 2016 by the Office of Economic and Demographic Research based on applying a growth rate to 2010 U.S. Census population data.

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

C. Proposed Technical Solution

1. Technical Solution Alternatives

The judicial branch recognizes that there are ongoing advances in technology and that these advances often come in the form of an application that targets specific processes or issues. Selecting a product without evaluating its capabilities in comparison to the business requirements would expose the project to unacceptable risk from ineffectiveness or lack of adoption. As part of the process of determining the appropriate solution that would meet the needs of the courts, an evaluation of business practices was performed in order to develop functional requirements necessary in any solution. The scope of applications that existed from third party vendors did not include the functional requirements mandated by the business practices of the courts within the judicial branch. In order to meet these business requirements, vendors would be required to invest in additional development. Many vendors were unwilling to make the required investment for such a limited audience. These circumstances prevented the use of Commercial off the Shelf (COTS) solutions.

2. Rationale for Selection

In the case of digital court reporting (DCR), a solution was needed that would ensure information

originating during the court process was accurately captured. The judicial branch developed and published functional requirements to ensure the identified business needs would be met. Any vendor wishing to provide its DCR solution was required to demonstrate the solution’s ability to satisfy all of the functional requirements. Solutions that met all of the requirements were certified to be Florida Digital Court Reporting compliant. If a solution did not have the capability to meet all of the requirements, that vendor was not able to sell the solution to the courts in Florida.

3. Recommended Technical Solution

The Court Application Processing System project is a computer application system designed for in-court and in-chambers use by trial court judges and court staff which facilitates work on cases from any location and across many devices and data sources. It proves judges with rapid and reliable access to case information; provides access to and use of case files and other data in the course of managing cases, scheduling and conducting hearings, adjudicating disputes, and recording and reporting judicial activity; and allows judges to prepare, electronically sign, file, and serve orders. CAPS is vital to the adjudicatory function of Florida’s trial court judges and has the potential to serve as the framework for a fully-automated trial court case management system. While the project is already underway, the need is to complete a statewide rollout, establish data and interface standards for improved interoperability, improve data access from clerks and other court stakeholders, and achieve a minimum level of functionality statewide.

Digital court reporting systems are required to accurately capture the audio and video during court processes. This requirement include the ability to dedicate a unique recording channel to judge, plaintiff, and defendant. This allows for explicit identification of each party that is speaking and improves the accuracy of the record. The DCR system is required to be capable of remote management so that efficiencies of work load could be maximized. Each digital court reporter could monitor and annotate multiple court rooms and reduce the number of court reporting staff required. The DCR systems needed to use information technology resources as efficiently as possible. These resources include but are not limited to network bandwidth, hard disk drive storage space, and desktop resources. Remote DCR system monitoring stations are required to provide audio, video, the ability to start/stop recording, and the ability to annotate the recording with text- based data, including timestamps for indexing.

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

D. Proposed Solution Description

1. Summary Description of Proposed System

The courts are undergoing a substantial technology transformation. Just as technology has changed the way businesses operate and serve customers, it is also transforming the way the judicial branch functions and meets the needs of its customer – the individuals and businesses who rely upon the courts for the administration of justice and the provision of due process. Citizens, who are accustomed to interacting with businesses in real time via the Internet, expect

technology-enhanced performance available on demand. Likewise, they increasingly expect their court system to deploy technology to facilitate the effective, efficient, and fair disposition of cases in a timely manner. The proposed solution to these challenges emerged from the technology strategic plan (Appendix A) and are described in more detail below.

Solution I: Secure Case Management and Processing System: Cases that are filed electronically through the Portal need to be accessed by judges and court staff in a format that allows them to view the information in real time from any location. The CAPS are improving this kind of access to information for judicial officers. The present need is to complete a statewide rollout and to establish data and interface standards for improved interoperability to facilitate better data access from the clerks case maintenance systems and from other court stakeholders as well. In addition, cross-jurisdictional support services will provide state-level resources for development and operations of both CAPS and DCR. The support service framework will include project governance, business analysis, application development, business process testing, and production operations of CAPS and DCR. In addition to strategic application development, these resources will enhance local operational support issues. A proposed organizational chart for the proposed unit is attached as Appendix R.

The FTE positions that will staff this unit are proposed at the [Information Systems Support Manager](#) and the [Information Systems Consultant I](#) and [Information Systems Consultant II](#) levels.

Based on the strategic plan, the following business capabilities, along with specific projects to support these capabilities, have been identified as critical to ensuring the trial courts are able to meet the needs of the public and of the judges and court staff who serve them.

- Continue development of the court management information systems that provides consistent access to and availability of data across counties and circuits.
- Address the technology needs in transitioning to a statewide implementation of uniform electronic case files and allow the courts to maximize the benefits of the statewide e-filing system by receiving, manipulating, and managing the electronic record.
- Provide a means for secure electronic transmission of documents among the courts and the clerks of court offices.
- Improve efficiencies in judicial and staff time.
- Reduce file movement among judges, judicial staff, and the clerks of court.
- Reduce reliance on paper files.
- Provide complete information to judges, from different data sources, which allows for improved efficiency in judicial decision-making.
- Maintain information storage technology to support all elements of the court system, including implementation of electronic case files.

- Develop applications in accordance with standards set by the FCTC that align with the strategic direction of the branch.
- Test business processed to evaluate application performance against functional requirements, determined by business analysis.

Solution II: Digital Court Reporting. The trial courts propose sustaining the use of stenographic machines for certain types of proceedings in which there is a high probability a transcript will be needed (e.g., capital cases). However, for many of the court proceedings that involve cases that are less likely to be appealed and are of shorter duration, the trial courts propose continuing with the integration of audio/video communications technology. This solution also includes state-level support from the cross-jurisdictional unit discussed in the preceding section.

Solution III: Support for Minimum Level of Technology. Resources are needed to provide a consistent level of minimum information technology staff support in all 20 judicial circuits around the state to provide circuit-wide support of the statewide, court-specific technology systems (i.e., Court Applications Processing Systems, digital court reporting and remote interpreting) that exist in the trial courts. Associated requirements include:

- Provide training for information technology staff to ensure skill sets keep pace with evolving technology, so that new court technology is supported equally across the state.
- Allow increases in information from court-specific technology systems to flow across county and circuit lines and throughout the state.

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

2. Resource and Summary Level Funding Requirements for Proposed Solution (if known)

All Solutions. A projected budget for secure case management and processing systems (CAPS), court reporting technologies, support for a minimum level of technology services, staff support, remote court interpreting, and bandwidth has been approved by the Supreme Court. The table below shows projected costs for all solutions for fiscal year 2018-19 (see also Appendix H).

Projected Budget for All Solutions		FY 2018-19
Solution I: Secure Case Management and Processing System (CAPS)		
1	Applications Development and Licensing	\$3,534,931
2	Support Services – Refresh and Maintenance	\$2,331,589
3	Support Services – Statewide Cross-Jurisdictional CAPS	\$507,289
Solution I Subtotal		\$6,373,809
Solution II: Digital Court Reporting (DCR)		
4	Expansion	\$1,368,155
5	Support Services – Refresh and Maintenance	\$3,189,640
6	Support Services – Statewide Cross-Jurisdictional Digital Court Reporting	\$557,289
Solution II Subtotal		\$5,115,084

Solution III: Support for Minimum Level of Technology		
7	<i>Core Function Capabilities</i>	\$3,821,790
8	<i>Information Resource Management Consultant (1 FTE Per Circuit)</i>	\$2,199,158
9	<i>Information Systems Analysts (Based on Circuit size: 1 FTE small circuits; 2 FTE medium circuits; 3 FTE large circuits; 4 FTE extra-large circuits)</i>	\$3,432,421
10	<i>Training and Education</i>	\$396,750
<i>Solution III Subtotal</i>		\$9,850,119
Solution IV: Remote Court Interpreting and Bandwidth		
11	<i>Remote Interpreting Implementation</i>	\$2,841,610
12	<i>Support Services – Refresh/Maintenance for Remote Interpreting Equipment</i>	\$84,428
13	<i>Support Services – Statewide Call Manager for Remote Interpreting</i>	\$171,371
14	<i>Bandwidth</i>	\$1,471,366
<i>Solution IV Subtotal</i>		\$4,568,775
TOTAL*		\$25,907,787

*Total includes \$4,568,775 for Solution IV: Remote Court Interpreting and Bandwidth, which is also included in Issue Code 36344C0.

Solution I: Secure Case Management and Processing System. Expanded detail on projected costs for each element of the CAPS project are provided in the table below. These costs estimates are based on standards developed in the [Functional Requirements Document for Court Application Processing System](#) (Appendix J) and incorporate each circuit’s request for hardware, programming, software license, secure transmission of orders, and disaster recovery to implement and support their CAPS based on vendors’ compliance with established CAPS standards. The CAPS standards detailed in Appendix J are the functional requirements adopted by the Florida Courts Technology Commission (FCTC) which have been approved and implemented in existing CAPS viewer systems, but do not have specific cost estimates associated with each standard.

Each vendor has come before the FCTC certification committee and demonstrated its CAPS in order to receive full certification and approval to move forward with installation. The committee also conducts a biennial review to determine which future enhancements will be deemed mandatory based on overall benefit on a statewide level. Once approved, each vendor has 180 days to adhere to the newly adopted standards. The \$250,000 for CAPS enhancements, included as recurring in the Applications Development and Licensing category, was estimated by calculating the costs of the additional requirements approved in previous years. It is anticipated in the coming years that the work of the FCTC Data Exchange Workgroup, Judicial Management Council, Access to Civil Justice Commission, and Supreme Court will impact requirements and may necessitate additional enhancements.

The estimates for CAPS expansion to all judges represents the cost for complete functionality of the system in the criminal and civil divisions for all 67 counties. The circuit breakout of the requested \$3,534,931 for expansion of the CAPS to all judges is detailed in the *Statewide CAPS Implementation Estimates for FY 2018-19 LBR* (Appendix S), which lists each circuit’s request for non-recurring costs for hardware, programming, software licenses, secure transmission of orders, and disaster recovery to implement and support the CAPS in all divisions. The amount

shown represents what is requested by each circuit for the remaining counties to install CAPS. In addition, the *Hardware Refresh Inventory* (Appendix T) represents hardware, not including servers, purchased with the National Mortgage Settlement funds in fiscal years 2012-13 through 2014-15, as well as hardware requested in fiscal year 2018-19. The hardware listed in this inventory, along with other hardware components that support electronic case files, is used as an inventory on which to base estimated refresh costs. Hardware refresh costs are based on a 5-year refresh cycle. CAPS server refresh estimates were calculated separately and are discussed below.

Additionally, the CAPS must use reasonable measures to prevent service interruption and plan for continuity of operations if interruption occurs. The systems must be designed to minimize risk of data loss, but not limited to secure, regular and redundant data backup. The estimated costs for Disaster Recovery (DR) include redundant servers, back up appliances, software licenses (SQL, archiving, etc.) and other components that would require restoration of data that is backed up to run court operations in the event of a disaster. Other costs include DR server recovery software to archive data, disk arrays, and any offsite data storage. Just like with the CAPS, each circuit determines what DR provider they will use and determines what hardware needs to be purchased. Some circuits did not request any disaster recovery funding due to a number of factors such as the circuit may have redundant hardware and software previously configured in their CAPS costs, the circuit already has a data center in a protected area, or the county provides the backup services.

The estimates for server refresh were developed in accordance with the existing server refresh policy, which is based on equipment age and was established to ensure CAPS are performing as if judges are utilizing paper files to manage their cases. Therefore, it is estimated that servers will need to be refreshed in each county every 5 years. To ensure each county’s servers are refreshed, single-county circuits will transfer their annual allocation received during non-refresh years to a multi-county circuit with over 5 counties. The OSCA will oversee coordination of server allocations to ensure the server refresh schedule is maintained as required.

Requested Required Resources	LBR FY 2018-19			Total Amount Requested
	Quantity	Non-Recurring	Recurring	
CAPS				
Hardware:				
Monitors	58	\$42,600	\$0	\$42,600
Workstations	58	\$130,000	\$0	\$130,000
Servers	0	\$0	\$0	\$0
Other Computer Hardware	0	\$637,000	\$10,000	\$637,000
Hardware Total	116	\$809,600	\$10,000	\$819,600
Programming:				
Integration with Clerks’ Case Maintenance Systems	0	\$1,200,000	\$136,000	\$1,336,000
Software Licenses:				
Application License Fees	6	\$285,204	\$6,434	\$291,638

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MS SQL Server License Fees/License to Maintain System	25	\$14,000	\$69,368	\$83,368
Software Licenses Total	31	\$299,204	\$75,802	\$375,006
Secured Transmission of Orders:				
Implementation Services	2	\$74,000	\$36,000	\$110,000
Integration with Portal	0	\$115,000	\$0	\$115,000
Secure Transmission of Orders Total	2	\$189,000	\$36,000	\$225,000
Disaster Recovery:				
Redundant Servers	16	\$471,002	\$0	\$471,002
Back-up Appliance	11	\$254,125	\$0	\$254,125
Software licenses (SQL, archiving, etc.)	3	\$47,000	\$36,500	\$83,500
Other disaster recovery items	1	\$15,000	\$13,000	\$28,000
Disaster Recovery Total	31	\$787,127	\$49,500	\$836,627
CAPS Enhancements				
		\$0	\$250,000	\$250,000
CAPS Hardware Refresh				
		\$0	\$418,058	\$418,058
CAPS Server Refresh				
		\$0	\$402,000	\$402,000
Recurring CAPS Maintenance	551	\$0	\$1,204,229	\$1,204,229
Cross-Jurisdictional Support:				
Developer Contractual	0	\$0	\$140,000	\$140,000
Support Contractual	0	\$0	\$90,000	\$90,000
0.5 FTE Information System Support Manager	.50	\$1,900	\$61,836	\$63,736
1.0 FTE Systems Consultant II	1	\$3,800	\$108,823	\$112,623
1.0 FTE Systems Consultant I	1	\$3,800	\$97,130	\$100,930
Cross-Jurisdictional Support Total	2.5	\$9,500	\$497,789	\$507,289
Total Costs	733.5	\$3,294,431	\$3,079,378	\$6,373,809

Solution II: Digital Court Reporting. Additional information on cost estimates for this solution are discussed below by element.

The costs for court reporting are based on updated circuit requests within the standard costs established in 2008, as noted in Appendix U. The Trial Court Budget Commission approves circuit requests within these standard maximum amounts and develops a proposed legislative budget request for approval by the Supreme Court. Note that, along with the technical and functional requirements review, the Due Process Technology Workgroup will also review standard costs in late 2017.

Requested Required Resources	LBR FY 2018-19			Total Amount Requested
	Quantity	Non-Recurring	Recurring	
Digital Court Reporting				
Court Reporting Equipment - Expansion:				
Integrated Digital Audio/Video Courtroom	65	\$1,234,155	\$0	\$1,234,155
Digital Audio/Video Hearing Room	18	\$134,000	\$0	\$134,000
Stenography and Other Equipment	0	\$0	\$0	\$0

SCHEDULE IV-B FOR TRIAL COURT TECHNOLOGY COMPREHENSIVE PLAN

Court Reporting Equipment - Expansion Total	83	\$1,368,155	\$0	\$1,368,155
Court Reporting Equipment - Hardware Refresh: Servers, Digital Audio/Video, Monitoring Workstations, Stenographic Equipment, and Other Digital Court Reporting Related Hardware		\$178,111	\$2,708,212	\$2,886,323
Recurring Court Reporting Maintenance	N/A	\$0	\$303,317	\$303,317
Cross-Jurisdictional Support:				
Developer Contractual	0	\$0	\$100,000	\$100,000
Support Contractual	0	\$0	\$180,000	\$180,000
0.5 FTE Information System Support Manager	.50	\$1,900	\$61,837	\$63,737
1.0 FTE Systems Consultant II	1	\$3,800	\$108,822	\$112,622
1.0 FTE Systems Consultant I	1	\$3,800	\$97,130	\$100,930
Cross-Jurisdictional Support Total	2.5	\$9,500	\$547,789	\$557,289
Total Costs	85.5	\$1,555,766	\$3,559,318	\$5,115,084

Solution III: Support for Minimum Level of Technology. Additional information on cost estimates for this solution are discussed below by element.

Core Function Capabilities - These funds are requested to ensure support of court technology in counties that have insufficient funds to provide a minimum level of technology services. Based on the detail of the minimum core functions that any court should be able to perform (see Appendix P), there will be a larger investment in the initial year or two to achieve the desired results, with the understanding that there will continue to be recurring cost to maintain the minimum level, plus additional costs for refresh and expansion in subsequent years.

Expanded detail on projected costs for supporting a minimum technology service level are provided in the table below. These cost estimates are based on the results of a gap funding analysis (see Appendix V, *Estimated Funding Requirements for Minimum Technology Service Levels Based on Department of Financial Services (DFS) Expenditure Information*). Data from DFS county funded technology expenditures was utilized to identify counties that are providing a minimum service level with current funds. Those counties were then used to apply a methodology that produced a statewide total funding need, in addition to the county funding, to ensure a minimum level of technology would be available in each county around the state.

FTE and Training - Two class specifications (see [Information Resource Management Consultant](#) and [Information Systems Analyst](#)) were used as the basis for estimating costs of staff support associated with this element. These 65 FTE staff will support both existing systems and expansion and provide a consistent level of dedicated technology support circuit-wide for court-specific technology systems (i.e. Court Applications Processing Systems, digital court reporting, and remote interpreting) that exist in the trial courts. Training and education costs for existing and new information technology staff were estimated at \$1,500 per employee.

Requested Required Resources	LBR FY 2018-19			Total Amount Requested
	Quantity	Non-Recurring	Recurring	
Support for Minimum Level of Technology				
Core Function Capabilities	N/A	\$0	\$3,821,790	\$3,821,790
Information Resource Management Consultants	20	\$47,980	\$2,151,178	\$2,199,158
Information Systems Analysts	45	\$107,955	\$3,324,466	\$3,432,421
Training and Education	N/A	\$0	\$396,750	\$396,750
Total Costs	65	\$155,935	\$9,694,184	\$9,850,119

Solution IV: Remote Court Interpreting and Bandwidth. Additional information on cost estimates for this solution are discussed below by element.

A legislative budget request for the statewide expansion of court interpreting technology/equipment and the associated bandwidth has been vetted by the Trial Court Budget Commission and approved by the Supreme Court. The table below shows projected costs for fiscal year 2018-19. These cost estimates are based on standards developed in the Trial Court Budget Commission’s *Court Interpreting Technology Workgroup Report and Recommendations* (Appendix W). The court funding request was estimated based on \$14,143 per courtroom and \$5,647 per court interpreter office. A breakout of the remote interpreting equipment costs by circuit can be seen in Appendix X, *Court Interpreting LBR 2018-19 - Funding Request Amount by Circuit*.

Requested Required Resources	LBR FY 2018-19			Total Amount Requested
	Quantity	Non-Recurring	Recurring	
Remote Interpreting Equipment:				
Interpreter Workstations	22	\$124,234	\$0	\$124,234
Courtroom Audio/Video	170	\$2,406,010	\$0	\$2,406,010
Jail Courtroom Audio/Video	22	\$311,366	\$0	\$311,366
State-level Call Manager Enhancements		\$0	\$171,371	\$171,371
Maintenance		\$0	\$84,428	\$84,428
Bandwidth		\$0	\$1,471,366	\$1,471,366
Total Costs	214	\$2,841,610	\$1,727,165	\$4,568,775

E. Capacity Planning

All Solutions. Careful planning is key to the success for a project of this size. To help assist with allocation of resources, including requests for funding, staff of the Office of the State Courts Administrator (OSCA) reviewed the implementation plans for each judicial circuit to ensure local objectives meet state operational and technical obligations. Judges, state attorneys, public defenders, private counsel, court administrators, clerks of court, bailiffs, court technology officers, and others must be regularly consulted. An implementation plan for each courthouse,

courtroom, and hearing room must be developed and followed. Competent staff must be hired and trained to implement and maintain all technology that support the statewide court system, and OSCA staff will work closely with circuits to ensure that their technical and staff support needs are met.

VII. Schedule IV-B Project Management Planning

The Judicial Branch employs a number of governing bodies to carry out critical initiatives. The key governing bodies in the trial court system include commissions and committees appointed by the Supreme Court, the chief judges of each circuit, and court administration at both the state and circuit level. Four primary stakeholder groups are instrumental in planning the integration of trial court technology: the Commission on Trial Court Performance and Accountability (TCP&A), the Trial Court Budget Commission (TCBC), the Florida Courts Technology Commission (FCTC), and the chief judges and trial court administrators of Florida’s 20 judicial circuits.

At the state level, there have been a significant number of research projects and reports issued by these governing groups to address automation of trial court functions. Planning for technology should align with the [*Long-Range Strategic Plan of the Florida Judicial Branch 2016-2021*](#), in which the Supreme Court adopted long-range issues and associated goals (noted in the table below, in pertinent part) to support the mission and vision of the judicial branch and improve accessibility, fairness, effectiveness, responsiveness, and accountability of the court system.

Long-Range Goals Supported by the Florida Trial Court Comprehensive Technology Strategic Plan
Goal 1.2 – Ensure the fair and timely resolution of all cases through effective case management.
Goal 2.1 – Minimize economic barriers to court access and services.
Goal 2.2 – Provide useful information about court procedures, available services, forms, and other resources.
Goal 3.4 – Coordinate with justice system partners to share information and promote services which further the interests of court users.
Goal 4.2 – Safeguard the security, integrity, and confidentiality of court data and technology systems.
Goal 4.3 – Create a compatible technology infrastructure to improve case management and meet the needs of the judicial branch and court users.
Goal 4.6 – Secure sufficient financial resources for technology and innovation to meet current needs and future challenges.
Goal 5.6 – Ensure judges and court employees have the technological skills necessary to perform more efficiently.

Overall, as evidenced in the reports and policies issued in recent years, it is clear that those on the front line of the trial court system such as judges, court staff, and clerks of court, as well as state-level participants such as the Supreme Court, court committees, and the Legislature, along with other individuals and groups, agree that the trial courts must continue to make progress toward supporting the automation of court functions.

The Commission on Trial Court Performance and Accountability, Trial Court Budget Commission, Florida Courts Technology Commission, and the Office of the State Courts Administrator have been in regular communication with the trial court administrators and chief

judges of all 20 judicial circuits regarding this issue over the last several years (as discussed in previous sections). This proposal is being submitted on their behalf and with the knowledge that they have the experience and are responsible and accountable for successfully integrating this technology in their local arenas.

Solution I: Secure Case Management and Processing System. As previously discussed, each judicial circuit selected an electronic CAPS that would best meet their local needs. To build on the success of these systems, effective project management is critical.

The scope of this project will include a significant business process analysis and development of requirements, in addition to the design, development, testing, and user training. Activity will also include documenting the functional and technical system requirements necessary to support the business processes. Vendors will work with court staff to evaluate solutions that align with the documented requirements. Additionally, the vendor will work with the courts' project management team to help support the development of procurement documents.

The project schedule provides deliverables as well as a visual representation of the work to be done. Each circuit should adhere to the schedule as much as possible, although variances may be made to accommodate the specific needs of the circuit. The designated person from each circuit responsible for overseeing the project will align the project schedule with that circuit's requirements.

The project will meet the following objectives:

- Create an integrated, web-based case management system that supports the judiciary using modern technology;
- Automate manual, paper-based processes to increase workflow efficiencies and reduce operational costs;
- Facilitate improved communication within the court system;
- Provide better access to data through searching and reporting capabilities; and
- Complete the project within agreed budget and timeframes.

The project life cycle is to be divided into five key phases; most will overlap:

Initiation – Achieving organizational direction and commitment;

Planning – Determining what will be delivered and when; determining resources needed and how the project team will respond to change;

Execution – Doing the work necessary to create the deliverables;

Controlling – Keeping the project on track; and

Closing – Bringing the project to an orderly conclusion that ensures continued success.

Below is a general list of project steps utilized by court administration to ensure that the project remains on time. Specific timelines for each circuit are developed and maintained locally.

Project Tasks
Hardware Requirements
Hardware Ordered
Hardware Installed and Tested
Data Transferred
Begin Backfile Processing
Identify Go-Live Users and Roles
Identify Case / Document Restrictions
Review Data Issues - Case and Party
Identify Case and Party Data Elements
Configure User Security
Begin Building Test Environment
Analyze Docket Codes and Titles
Final Data Loaded
Configure Group Docket
Verify Production Hardware availability
Complete Case Summary Glances
URL, Financial Glances, eSigning
Focus on Synchronization
Configure eSignature folders
First Look at Production Environment
Confirm Overall Configuration
Testing - address any final issues
Testing, Pilot Training
Pilot Go-Live
Go-Live for Remaining Judges
Training Assistance and Go-Live Support

Several reports and policies have been drafted by the previously referenced governance groups in support of CAPS. The relevant reports are noted below in chronological order:

- In January 2006, the Article V Technology Board issued a [report](#) to assist with accomplishing long-range technology goals for the benefit of the court system and the various entities involved with the court system. They recommended several actions supportive to the integration of disparate information systems such as the creation of a catalog of common data elements; data exchange standards and protocol; infrastructure and network standards and protocol; and security and access standards and protocol.

- In 2008, the Florida Legislature directed the Office of Program Policy Analysis and Government Accountability (OPPAGA) to study judicial case management practices. In its report [09-06, Judicial Case Management Practices Vary Throughout State; Better Case Data Needed](#), the OPPAGA found that reliable data is critical to efficiently manage circuit caseloads. Some circuits have court information technology staff that have created or implemented case management software that provides reports for judges. Judges in these circuits and counties report that these systems provide them information needed to manage workload effectively.
- In March 2010, the Court Statistics and Workload Committee (CSWC) of the Commission on Trial Court Performance and Accountability issued a report titled [Case Management System Design Framework](#). This report was developed in response to a charge from the Supreme Court in [AOOSC08-32](#) to develop long-term plans for technology to support trial court information needs. The report covered: design principles, the use of current data collection systems, security and confidentiality, and the need for other standards for such a system.
- In 2011, the Florida Courts Technology Commission worked with the National Center for State Courts (NCSC) on a proposal for a consultant to review the current funding structure in the courts, as well as funding options for projects on the horizon. The Office of the State Courts Administrator (OSCA) applied for and was awarded a technical assistance grant from the State Justice Institute to hire the NCSC to conduct an analysis of the current state of technology in Florida's Courts and develop a high level implementation and funding strategy to modernize the technology in Florida's courts. The final report and recommendations were outlined in the *Florida's Statewide Case Management System Implementation and Funding Strategies* report.
- In 2012, the Commission on Trial Court Performance and Accountability (TCP&A) and the Court Statistics and Workload Committee (CSWC) issued their report [Trial Court Integrated Management Solution \(TIMS\): Identifying Key Case and Workload Data and Establishing Uniform Definitions for Improving Automation of Florida's Trial Courts](#). This report was issued in response to charges emanating from [AOOSC12-25](#), on the development of a statewide trial court case management system in which to provide case-specific information for use at both local and state levels for effectively managing cases. The report and the recommendations contained therein were the results of over two years of work by TCP&A, the CSWC, the Florida Courts Technology Commission (FCTC), and subject matter workgroups made up of judges, court personnel, and court clerks. As a result, the Trial Court Integrated Management Solution (TIMS) project developed a framework to standardize a statewide, integrated data management solution that would be able to capture and report case and court activity information both at the circuit level and statewide. The report has served as a foundation for several initiatives developed in the trial courts. The Integrated Trial Court Adjudication System (ITCAS) project, which defines a court case management system, was optimized to assist judges and case managers in the electronic processing and maintenance of cases and associated court activity. Its two components are the Court Application Processing Systems (CAPS) and the Judicial Data Management

Services (JDMS). The CAPS comprise workstations and software that enable judges to review documents that are filed electronically and to manage their cases electronically. JDMS defines a state level data management strategy that will pull court activity data from multiple sources and integrate them into a coherent whole. The FCTC and the CSWC are leading the efforts in the development of ITCAS as an electronic case management initiative.

- Following the Supreme Court's acceptance of the TIMS report, in 2013, the Court Statistics and Workload Committee recommended several enhancements to trial court case activity data collection efforts. These recommendations include a Case-Event Definitional Framework that establishes definitions for essential case events such as case filing, disposition, and reopen. This definitional framework was adopted by the Supreme Court in [AOSC14-20](#) In re: Case-Event Definitional Framework.
- In 2013, The Florida Courts Technology Commission (FCTC) adopted the [Functional Requirements Document for Court Application Processing System](#) (Appendix J) to provide specifications for CAPS to implement the use of information technology and electronic case files, in court and in chambers by trial court judges and staff. In addition to the functional requirements set forth in this document, systems must comply with the current version of the Florida Supreme Court's [Standards for Electronic Access to the Courts](#) (Appendix K).

Currently, case maintenance standards for the clerks, as well as data exchange standards are being developed to ensure that the appropriate data is available for CAPS and that the system can be easily integrated.

Solution II: Digital Court Reporting. The major reports issued by the above referenced governance groups in support of court reporting and court interpreting technology are noted below in chronological order:

- [TCP&A Report and Recommendations \(on Court Reporting Services\) – December 2002.](#) This report explains the usage and service delivery models of court reporting. It further provides recommendations on a purpose statement, performance measures, objectives for statutory and rule revisions, strategy for best business practices and funding for electronic court reporting. The report notes how the existence of aging systems in the midst of rapid changes in technological and market conditions has created an environment of urgency bordering on crisis for some courts. Some circuit courts report a diminishing number of stenographic firms willing to do business with the courts as private attorneys are willing pay higher rates of pay. Unable to compete, courts are experiencing difficulties in hiring and retaining stenographers to ensure that accurate and timely transcripts can be produced for appellate purposes. The recommendations suggest implementation of digital court recording as a means to alleviate these problems.
- **FCTC Technical and Functional Standards for Integrated Audio/Video Court Recording Technology, 2003.** To move forward in the purchase of court reporting technology, in 2003, technical and functional standards were created by the Trial Court

Technology Committee and ratified by the Florida Courts Technology Commission to establish a working statewide model for the successful utilization of technology to remotely capture audio and/or video recordings of court proceedings. The five main standards for introducing digital court reporting to courtrooms are: (1) produce a quality recording; (2) automate processes of digital court recording; (3) preserve the integrity of the record; (4) provide attachment support; and (5) provide electronic search and access for recordings. All products supplied by vendors of digital court reporting technology are required to be compliant with the standards. This document was replaced by the document *Technical and Functional Standards for Digital Court Recording*, which was updated in February 2015.

- [TCP&A Court Reporting in Florida’s Trial Courts Post-Revision 7 – February 2005](#). This report served as a starting point for development of statewide court reporting best practices and policies. The report outlined recommendations on a purpose statement, the legal necessity of court reporting at public expense, and the delivery and management of court reporting services. Several goals and objectives were laid out for the trial courts including that digital recording capacity will exist in all courtrooms utilized for cases in which recording is required at public expense and that all digital recording systems will comply with the [Technical and Functional Standards for Digital Court Recording](#) (see Appendix O), which was last updated in 2015.
- [TCP&A Recommendations for the Provision of Court Reporting Services in Florida's Trial Courts – October 2007](#). This report addresses the entire court reporting process including revisions to court rules and Florida Statutes to sufficiently address the legal and operational issues arising from the use of digital technology. These recommendations also included new rule and statutory revisions to define digital recordings, determine accessibility to digital recordings, prevent the unintentional recording of confidential information, and identify persons permitted to produce transcripts from digital recordings. As circuits have continued to implement digital audio/video technology in their courts based on the strategies outlined in previous reports, this report provides specific standards of operation and best practices regarding the use of this technology.
- **TCBC Report and Recommendations of the Court Reporting Technology Workgroup, 2008**. In determining crucial budget policies for the State Courts System, the TCBC reviewed the above strategies laid out by both the TCP&A and the FCTC as they relate to the provision of court reporting services. In doing so, the TCBC recently approved supporting budgetary policies on the long-term management of court reporting technology. This report includes both refresh timeframes and a long-term plan for continued integration of digital technology. A copy of this report is provided in Appendix U. This workgroup will be meeting in the fall of 2017 to review and update some components of this report.
- [TCP&A Recommendations for the Provision of Court Reporting Services in Florida’s Trial Courts – Supplemental Report – November 2009](#). This report supplements the recommendations originally proposed by the TCP&A in October 2007 to revise two standards of operation pertaining to transcript production and producing copies of recordings. On July 16, 2009, the Supreme Court adopted changes to the Rules of Judicial

Administration and Florida Rules of Appellate Procedure in response to the these recommendations of the TCP&A. The opinion may be found [here](#). The Supreme Court recognized that digital recordings of court proceedings are now widely used throughout the state by those involved in the court system and have proven to be useful, reliable, and cost effective. The Court noted that access to these recordings should not be denied. On January 7, 2010, the Supreme Court issued AOSC10-1, which adopted the standards of operation and best practices proposed by the TCP&A in both the October 2007 report and as revised in a November 2009 supplemental report. This administrative order was recently revised in July 2011 to further address how copies of recordings are produced and disseminated. The updated administrative order, AOSC11-22, may be found [here](#).

Solution III: Support for Minimum Level of Technology. Project management depends on the circuit technology model and size of the circuit. To maintain and support the core technology functions that a trial court should be able to perform, it is necessary to identify the minimum level of technology services that any court should be able to achieve. The top essential technology functions of the trial courts were identified in the *Core Technology Functions* document in Appendix P. These essential functions are required to maintain and support minimum technology levels of the trial courts.

(Note - Details for Solution IV: Remote Court Interpreting and Bandwidth are presented in Issue Code 36344C0).

Solutions I, II, and IV– CAPS, Digital Court Reporting, Remote Court Interpreting and Bandwidth. In developing the technology budget proposal for the Court Application Processing System, court reporting and court interpreting, the Trial Court Budget Commission reviewed individual circuit requests in accordance with the above state level strategies and budgetary policies. The Office of the State Courts Administrator will provide support and guidance to the circuits, direct the Invitation to Negotiate (ITN) process, assist with vendor coordination, and assist with technology installation. The chief judge and trial court administrator are directly responsible for developing circuit-level work structures for the continued implementation of technology.

The integration of technology is carried out directly by each judicial circuit. Circuits are individually responsible for establishing the local terms of the vendor contracts. During implementation, each circuit conducts the following quality control measures:

1. Unit testing is conducted on all components.
2. Software acceptance testing is completed by circuit court technology staff to validate each software revision to be installed within a production environment. Validation of system and other relevant software is tested according to the criteria as defined by software manufacture and court staff.
3. Integration testing is conducted by the circuit court technology staff to verify that each element of the system interacts with each other one as designed, and performs in compliance with the system specifications and design. Integration testing is conducted in

a live courtroom environment suited to reflect and duplicate as closely as possible, a typical operational environment within the State Courts System.

4. Functional testing (testing against functional specifications, which exercise the system from the end-user stand point) is performed in order to ensure that the functional specification is met for correctness, procedural accuracy, user friendliness, and consistency. Functional testing includes, but is not limited to:
 - System security functionality is tested against State requirements, to ensure protection from improper penetration.
 - Login security is tested to verify access to authorized functions.
 - Security of workstation data is tested per the State requirements.
 - Audio recording is tested to verify the accurate capture of spoken word.
 - CD-Rom and DVD systems are tested to verify archive of audio recordings using portable medium.
 - Server interaction is tested to verify interoperability of integrated systems.
 - System reliability is tested to verify high availability of audio recording.
 - Verification of operations and reference manuals.
 - Usability testing is conducted with the main objective to verify that the system will be easy to learn and easy to use.
 - Usability testing to include:
 - Consistency between screens is tested for the look and feel to be consistent throughout the system.
 - Labels and Titles to accurately reflect the actions to be performed.
 - Accessibility and ease of use of all functions in user interfaces.
 - Mouse and keyboard support for all functions.
 - Error message clarity, meaningfulness, and helpfulness in troubleshooting.
 - Efficiency of the interface to ensure that a minimum amount of steps and time are required to complete a task.

5. Operational testing is conducted to validate maximum number of integrated rooms and number of users, and concurrent user requests which a system can tolerate and handle appropriately. This level of testing includes:
 - Performance testing to achieve loads that mimic realistic business usage and to validate that the systems can meet acceptable service levels.
 - Stress testing to validate the stability of the integrated server and database under overload and abnormal conditions, when the system is required to handle resource demands in excessive quantity, frequency or volume.
 - Resource usage testing to verify that resource consumption does not exceed the required level and that the system is not particularly sensitive to certain input values.
 - Database recovery testing to validate system availability and recover ability requirements.
 - Network-related failure recovery will be verified.

- Compatibility testing to verify that the system interacts with other State Court automation systems as required.
 - Startup/Shutdown tests to meet end user performance and usability requirements.
 - Validation of hardware setup and configuration procedures against the documented instructions.
 - Installation testing to validate installation procedures as appropriate. This includes software distribution, verification of dates, versions, presence of files and folders as well as all necessary drivers and 3rd party software.
 - Configuration testing to validate all required hardware and software configurations and their combinations.
 - Reliability testing to validate the entire system as well as all system components and wiring targeting specific reliability requirements.
6. Pre-acceptance testing is conducted on-site by vendor and circuit court technology staff. Pre-acceptance testing is a full system test executed at the court site within each courtroom or hearing room environment that mimics the realistic business environment as closely as possible, and ensures that the system's functional and software environmental issues are resolved before acceptance testing begins. Validation results are reviewed and approved by the Chief Judge and Court Administrator of the Circuit.
7. Acceptance testing is performed by circuit court technology staff. Acceptance testing will be performed against system requirements and will include all elements of the system testing, such as functional and operational testing including business case scenarios. All hardware and software system components are installed and the installation is verified using actual documented installation procedures. Software un-install procedures are also validated if applicable. The Court Technology Officer of each circuit monitors and registers/reports on all the issues found during acceptance testing and tracks them to closure. The Court Technology Officer maintains metrics for reporting test progress and issue tracking. At a minimum, weekly meetings are held to review outstanding issues and test progress. Technical discussions and additional status reviews are held as required. All records of statuses, reviews, and metrics are maintained in the vendor repositories. A quality assessment report is generated at the end of acceptance testing and provided for court review and approval.

Acceptance testing includes, but is not limited to:

- Validation of the produced removable media.
- Verification of hardware and software components and their functionality.
- Overall solution functionality and expected outputs.
- Walkthrough demonstration of all hardware, software, and documentation deliverables.

Vendor personnel remain on site for effective support during equipment installation acceptance testing. Vendor provides hardware, software, and QA specialists that have worked on the system development until the system is accepted by the Court.

7. In order to ensure consistent performance of all recording subsystems, vendors train court personnel in the following areas:
 - Physical conditions of the audio capturing, such as background noise, microphone placement, subject positioning, distance between microphones, etc.
 - Equipment calibration.
 - Peripheral equipment driver setups.
 - Startup and Shutdown procedures.
 - Failure recovery, trouble shooting, backup and restore procedure.
 - Inspection of the supply materials from inconsistencies and/or defects, which may require placement.
 - Evaluation of the recorded media quality.
 - Vendor support process, which is designed to address any court issue and track it to closure in a timely manner.

VIII. Appendices

Appendix A – Trial Court Technology Strategic Plan: 2015-2019

Appendix B – Cost Benefit Analysis for Solution I

Appendix C – Cost Benefit Analysis for Solution II

Appendix D – Cost Benefit Analysis for Solution III

Appendix E – Cost Benefit Analysis for Solution IV

Appendix F – Information Technology Risk Assessment Tool

Appendix G – Court Application Processing System (CAPS) Implementation Matrix

Appendix H – Trial Court Technology Comprehensive Plan Projected Costs

Appendix I – Integration and Interoperability Document

Appendix J – Functional Requirements Document for Court Application Processing System

Appendix K – Florida Supreme Court Standards for Electronic Access to the Courts

Appendix L – Foreclosure Initiative Status Report October 2015

Appendix M – Analysis of Revenue Generated by the \$2.00 Recording Fee

Appendix N – Florida Supreme Court Administrative Order AOSC16-107

Appendix O – Technical and Functional Standards for Digital Court Recording

Appendix P – Core Technology Functions

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Appendix A – Trial Court
Technology Strategic
Plan: 2015-2019

**Florida Trial Court Technology Strategic Plan:
2015 - 2019**

Adopted by the Florida Supreme Court

January 2015

Trial Court Budget Commission

Trial Court Technology Funding Strategies Workgroup Members

The Honorable Robert Roundtree, Jr., Chief Judge, Eighth Judicial Circuit, *Chair*
Mr. Mike Bridenback, Trial Court Administrator, Thirteenth Judicial Circuit
Mr. Thomas Genung, Trial Court Administrator, Nineteenth Judicial Circuit
The Honorable Robert Hilliard, County Judge, Santa Rosa County
Mr. Craig McLean, Trial Court Technology Officer, Twentieth Judicial Circuit
The Honorable Lisa T. Munyon, Circuit Judge, Ninth Judicial Circuit
The Honorable George Reynolds, Circuit Judge, Second Judicial Circuit
Mr. Walt Smith, Trial Court Administrator, Twelfth Judicial Circuit
Ms. Robin Wright, Trial Court Administrator, First Judicial Circuit

Trial Court Administrators (TCA) and Trial Court Technology Officers (CTO) **Facilitated by the National Center for State Courts (NCSC), August 2014**

Thomas Clarke, Facilitator, NCSC
Jim Harris, Facilitator, NCSC
Robin Wright, TCA, 1st Judicial Circuit
Grant Slayden, TCA, 2nd Judicial Circuit
Isaac Shuler, CTO, 2nd Judicial Circuit
Sondra Lanier, TCA, 3rd Judicial Circuit
John Lake, CTO, 3rd Judicial Circuit
Patrick Estalilla, 4th Judicial Circuit staff
Mike Smith, CTO, 4th Judicial Circuit
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Gay Inskip, TCA, 6th Judicial Circuit
Ken Nelson, CTO, 6th Judicial Circuit
Mark Weinberg, TCA, 7th Judicial Circuit
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Dorothy Wilson, Chief of Budget Services
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Note: This strategic plan was developed based on documentation originating from a workshop held August 12-13, 2014, for the trial court administrators and trial court technology officers. The workshop was facilitated by representatives of the National Center for State Courts (NCSC), who have experience developing strategic plans using a formal enterprise-based process of identifying business and technical capabilities for the courts. The NCSC assimilated the discussion notes and provided a draft report to the Office of the State Courts Administrator; whereupon the Trial Court Budget Commission’s Trial Court Technology Funding Strategies Workgroup further refined and packaged the strategic plan at its November 13, 2014, meeting.

Executive Summary

The Florida Constitution vests with the court the duty of adjudicating disputes as well as directing the business and administrative functions of the court. In order to carry out this constitutional mandate, the courts increasingly rely on technology and are constantly evaluating new ways that technology can best be utilized in the judicial branch. The State Courts System (SCS) recognizes that technology and electronic filing have created a paradigm shift – requiring the judicial branch to function differently than in the past. It is imperative to establish long-range technology objectives for the SCS that align with its mission so that management and control of internal operations are coherent and clear to the citizens it serves.

The *Florida Trial Court Technology Strategic Plan: 2015 - 2019* (Plan) establishes the objectives with the purpose of developing a business enterprise approach to addressing the technology needs of the SCS. The Plan: 1) provides a comprehensive view of technology; 2) acknowledges that technology has and will continue to redefine how the courts use information to make decisions; 3) considers technology needs of the trial courts now and in the future; 4) creates a flexible system that can evolve with technology and the public’s needs; 5) proposes a stable and adequate funding structure; and 6) allows the courts to be more self-sufficient.

The Plan identifies the necessary business and corresponding technical capabilities the trial courts must possess in order to function effectively. To arrive at these capabilities, the Plan adopts the court’s constitutional responsibility as its business mission – the “business” of the court is the prompt and fair adjudication of disputes. The following business capabilities were identified as most critical:

Primary Business Capability

Provide a more consistent statewide level of court services by establishing and funding a minimum level of technology to support all elements of the State Courts System enumerated in section 29.004, Florida Statutes.

Supporting Business Capabilities

Implement best practices for funding by incorporating full life cycle costs of all trial court technology which ensures long-range functionality and return on investment.

Sustain the systems and applications in the trial courts by a) ensuring courts have appropriate staffing levels available to support technology demands; and b) improving training and education for staff.

To effectuate the business capabilities identified, the State Courts System must secure adequate and reliable state funding in addition to existing county funding to implement and sustain the technology projects that support these capabilities. The SCS intends to develop, for consideration by the Florida Legislature, a comprehensive funding structure with corresponding revenue proposals that will continually support, maintain, and refresh the SCS technology elements necessary to ensure that trial courts statewide are able to meet the needs of judges, court staff, and the public they serve.

Background

Currently, the trial courts are undergoing a substantial technology transformation. Just as technology has transformed the ways businesses operate and serve customers, it is also transforming the ways the judicial branch functions and meets the needs of its customers – the individuals and businesses who rely upon the courts for the administration of justice and the provision of due process. Citizens, who are accustomed to interacting with businesses in real time via the Internet, expect technology-enhanced performance. Likewise, they increasingly expect their court system to employ technology to facilitate the effective, efficient, and fair disposition of cases.

Over the last five years, the legal system has moved from a paper-based system toward an electronic system. Attorneys are filing cases electronically; judges are beginning to work with electronic case files; and clerks are running their business processes using automation and electronic forms and documents. More services are being provided internally to court system partners and externally to court customers and litigants using online media. Today, technology is no longer a “luxury” or “add-on” to existing resources; it is inherent and inextricably connected to the daily operations of the judiciary.

Florida continues to evolve as a unified and uniform court system with the governance and funding structures in place to support efficient and effective access to justice. The Florida State Courts System (SCS) has made significant strides in developing and implementing technology solutions. However, challenges exist in implementing technology with varied and disparate funding sources and governance mechanisms. The *Florida Trial Court Technology Strategic Plan: 2015 - 2019* (Plan) supports a cohesive process to enhance the ability of the trial courts to provide a more consistent level of services through funding an adequate and reliable minimum level of technology.

As the SCS establishes and implements this Plan, it will be necessary to work with integral external court system partners, such as the clerks of court, to ensure that the clerks’ technology framework supports the SCS constitutional mandate and initiatives. Proper coordination of technical capabilities is critical for successful technology development and maintenance. This Plan is based on the courts’ responsibility for managing its cases, but it also recognizes the necessity of clerks to maintain the integrity and accuracy of court records in their support of the judiciary as established by statutes, court rules, and administrative orders. This Plan contemplates that the trial courts’ technology goals and initiatives will be closely coordinated with the technology needs and initiatives of the clerks of court, so that the court records provided to judges and court staff are accurate, complete, secure, and timely.

The courts sit at the center of activity in the judicial system, with data flowing in and out as cases move through the adjudication process from filing to disposition. Electronic filing set the course for technology in the judicial branch. Then, the development of a statewide court management information system known as the Court Application Processing System, or “CAPS,” was the beginning of the infrastructure needed to effectively manage court business processes. This Plan continues the development of CAPS to provide consistent access to and availability of data across counties and circuits to provide more complete information to judges from different data sources, which improves efficiency in judicial decision-making. These enhancements give the

SCS monitoring tools and allow the courts to tailor performance measures to improve case management and adjudication of cases. Additionally, this Plan recognizes the need for infrastructure to support the statewide flow of information and technology. It provides tools to perform more accurate and reliable court reporting and court interpreting, and staff to support all statewide, court-specific technology systems. Furthermore, it recognizes the necessity for the clerks to provide complete, accurate, secure, real-time access to court data to ensure continuity of operations and information security.

Business Goal

The guidepost for this technology strategic plan is the primary mission or “business” of the courts – protecting rights and liberties, upholding and interpreting the law, and providing for the peaceful resolution of disputes. Because the courts’ constitutional responsibility is to adjudicate cases, this Plan focuses on the authority of the court to promote the prompt and efficient administration of justice and the technological tools needed to effectively manage cases and court resources. The purpose of the Plan is to ensure that technology fully supports the courts’ primary mission and facilitates the ability of the local courts to act together as an enterprise when appropriate.

Process

To avoid the common pitfalls of strategic planning within loosely-coupled organizations such as the SCS, the Office of the State Courts Administrator (OSCA) organized a two-day meeting (Workshop) of the trial court administrators and court technology officers from all 20 judicial circuits in August 2014. With facilitation support from the National Center for State Courts (NCSC), the group identified the guiding principles, identified and prioritized business capabilities, and determined required technical capabilities. Subsequently, the TCBC’s Trial Court Technology Funding Strategies Workgroup (Workgroup) refined the business capabilities and aligned the required technical capabilities to the current tactical and funding plans. This led to identifying and prioritizing necessary business capabilities and corresponding real-world technology solutions.

During the Workshop, several key concepts emerged:

- Efforts exist at all levels of the courts to act more like an integrated system when planning and implementing new technology; however, more needs to be done to perform like an enterprise. In order for judges to adjudicate cases, they must have access to accurate, timely, secure, and complete information. In order for the current information to be most useful, there is a pressing need for real technical standards (data and interfaces) to complement the functional standards the courts have already developed as part of the Integrated Trial Court Adjudicatory System (ITCAS) and Court Application Processing System (CAPS) projects. The data exchange workgroup, which includes clerks of court staff, is currently working on developing specifications for data exchanges, starting with the CAPS viewer.
- Courts provide a wide variety of services to the public and other court stakeholders, but the type and level of services provided are inconsistent across local jurisdictions. The public would benefit from a minimal level of services that is consistently provided statewide and consistently identified using the same terminology.

- New technology generates new expectations. As courts become more electronic and online, the public and other court stakeholders expect access “24/7,” but the courts do not currently have the resources necessary to provide that level of service and support.
- Due to local funding and management, the courts’ ability to present a consistent level of information and services statewide to citizens is hindered. While websites and online services are improving, the SCS still needs to work on presenting a more consistent interface to the public for ease of access to and use of its services.

In addition to the concepts identified by Workshop participants, several business challenges were identified. While not unique to Florida, the following challenges are significant barriers to success:

- There are a number of governing bodies, both internal and external, that are responsible for various aspects of trial court technology.
- Funding resources do not match expected levels of service.
- Levels of service provided are not consistent across the state, even at a minimum level.
- Access to court information is not standardized, complete, or timely.
- Training in technology is needed for staff.

To address key concepts and challenges identified by the Workshop participants, guiding principles were established to mitigate or overcome these challenges. Participants decided the following principles would clarify court priorities and provide a rationale for selection:

1. There should be clear court authority over trial court technology.
2. Resource planning should be prioritized based on business needs.
3. Funding levels should match defined and required levels of service.
4. There should be a consistent minimum level of court services provided across the state. Because resources of local courts will always vary to some extent, this fourth principle is intended to support a consistent *minimally acceptable* level of services statewide. It is intended to establish a floor for available services – not a ceiling or a rigid level.
5. Access to court information should be standardized, complete, and near real-time.
6. Staff supporting court technology should be competent and well-trained.

Business Capabilities for Technology

This Plan does not attempt to identify all required or desired business capabilities. The intent is to identify and prioritize the most needed capabilities. This Plan focuses on one primary business capability and two supporting business capabilities that were recognized by the Workshop participants and selected as most critical by the Workgroup members. It is reasonable that a successful campaign can be mobilized over multiple years to support all three. They are as follows:

Primary Business Capability

Provide a more consistent statewide level of court services by establishing and funding a minimum level of technology to support all elements of the State Courts System enumerated in section 29.004, Florida Statutes.

Supporting Business Capabilities

Implement best practices for funding by incorporating full life cycle costs of all trial court technology which ensures long-range functionality and return on investment.

Sustain the systems and applications in the trial courts by a) ensuring courts have appropriate staffing levels available to support technology demands; and b) improving training and education for staff.

Alignment of Business Capabilities with Technical Capabilities and Success Measures

This section identifies, for each business capability, the technical capabilities required for implementation. One or more success measures are specified for each desired business capability since it is important to know, in business terms, what constitutes successful implementation.

Primary Business Capability – Technical capabilities addressing consistent level of court services.

Discussion: The scope encompasses all systems and applications in the trial courts including the Court Application Processing System, remote interpreting and expert witness systems, and systems that allow the courts to accurately make the official court record. This capability requires the establishment of statewide standardization of minimum levels of required core court technology services.

- Identify common services.
- Determine the core minimum service levels required.
- Develop minimum standards for technical support of common services and service levels.
- Estimate adequate enterprise funding needs for required services and service levels:
 - Based on state and county funding,
 - Based on funding requirements for circuit-wide functions that cross county boundaries.
- Continue development of the statewide Court Application Processing System that provides consistent access to and availability of information across counties and circuits.
- Identify and develop specifications for standard data exchanges – both internal and external.
 - Standardize data definitions and data entry rules for key court information.
 - Establish internal user support groups for existing systems and applications.
- Identify and provide a consistent statewide level (or several defined levels) of services for remote interpreting and remote expert witnesses (functional requirements, availability of

qualified staff, network bandwidth, internal court wiring, etc.), which allows for pooling of limited resources for certified interpreter and expert witnesses. This will provide a more cost effective and consistent level of services across the state.

- Install replacements and provide adequate continuing maintenance for standards-based videoconferencing equipment to support use of remote interpretation and remote expert witnesses as needed.
- Identify and provide a consistent statewide level of services for digital audio/video recording, to include the expansion of digital court reporting equipment in necessary courtrooms and hearing rooms not already outfitted with the technology.
- Install replacements and provide adequate continuing maintenance for standards-based digital court reporting equipment, to ensure consistent capturing of the official record across all circuits.
- Provide contract consultants through OSCA as a last resort for small circuits/counties with minimal required services and inadequate funding and technology resources.

Success Measures:

- Citizens have access to a consistent level of minimum court services, regardless of geography.
- The official court record is made in an accurate and reliable manner statewide.
- Court interpreter and expert witness requests are met in a timely manner with certified or qualified staff, increasing efficiency and effectiveness and may also result in cost savings.
- Judges receive complete, accurate, secure, and real-time information from various data sources resulting in efficiency gains in judicial decision-making.
- Reliance on paper files and manual file movement is reduced.

Supporting Business Capability – Technical capabilities addressing life cycle funding.

Discussion: This best practice identifies complete life cycle costs for all proposed projects and includes cost/benefit analyses. The scope includes proactive analysis of information technology resource needs and planning to avoid operating in a reactive mode. Development of funding proposals should be conducted using an enterprise approach, with adequate oversight over technology and accountability of financial resources.

- Identify and support the ongoing development and implementation of an enterprise view of technology for the judicial branch.
- Plan strategically for deployment of technology, utilizing limited resources.
- Implement a circuit-level funding structure that includes a dedicated, statewide trust fund for trial court technology, managed by the Trial Court Budget Commission.

Success Measures:

- Technology needs are evaluated to include full life cycle costs.
- Resources are managed in a proactive manner.
- Technology is acquired and deployed in a strategic manner statewide; systems are refreshed prior to reaching obsolescence.

Supporting Business Capability – Technical capabilities addressing staffing and training.

Discussion: Current levels of technology staff support vary across circuits and counties. There are competing priorities for limited shared resources paid for by the county. Additionally, multi-county circuits have difficulties in sharing resources across county lines or providing the same services within the circuit due to variations in county support of staff. A lot of the new technology initiatives are court specific and need dedicated, well-trained staff to support.

- Provide a minimum level of information technology staff in all 20 judicial circuits to ensure circuit-level dedicated resources to support all statewide, court-specific technology systems.
- Acquire additional commercial automated/online training resources for judicial officers and staff to ensure that technology is equally utilized and fully supported statewide.
- Acquire additional or improved training modules for vendor-provided court applications.
- Establish an enterprise usability lab for court applications and websites.
- Create a comprehensive set of online functional training modules for court staff.
- Identify technical training shortfalls for information technology staff as technology needs evolve.

Success Measures:

- Judges and court staff receive timely assistance from knowledgeable technical support staff.
- Court staff receive education and training to maintain contemporary knowledge of technical systems and applications, resulting in overall process improvement.
- Court staff retention is improved, resulting in human resource-related cost savings.

Alignment of Capabilities and Projects

The desired business and technical capabilities in this Plan build on current capabilities and planned projects. Some key examples are listed below:

- Some courts have implemented due process capabilities (remote interpreters, digital audio/video recording) over the last several years. The need is to complete the rollouts statewide and provide life cycle funding for maintenance and replacement.
- The Judicial Inquiry System (JIS) provides statewide information to courts on criminal cases. There is a need for equivalent information in civil and family cases. The Integrated Trial Court Adjudicatory System (ITCAS) project will provide similar capabilities.
- The Court Application Processing System (CAPS) project is a computer application system designed for in-court and in-chambers use by trial court judges and court staff which facilitates work on cases from any location and across many devices and data sources. It provides judges with rapid and reliable access to case information; provides access to and use of case files and other data in the course of managing cases, scheduling

and conducting hearings, adjudicating disputes, and recording and reporting judicial activity; and allows judges to prepare, electronically sign, file, and serve orders. CAPS is vital to the adjudicatory function of Florida's trial court judges and has the potential to serve as the framework for a fully-automated trial court case management system. While the project is already underway, the need is to complete a statewide rollout, establish data and interface standards for improved interoperability, and improve data access from clerks and other court stakeholders.

- The trial courts are responsible for the timely management of their cases. This will become easier with digital-based court information, whereas it was extremely difficult in the paper-based systems. This will help the court move its cases in an efficient and effective manner.
- The courts have benefited from several recent funding opportunities to expand their investment in court technology; however, problems are now arising because the new technology capabilities did not come with life cycle funding to maintain and replace aging equipment.

Conclusion

Members of the public view the court system as a single enterprise; they do not concern themselves with the details of court organization. When courts fail to function like a single enterprise, it inhibits the public's access. Inconsistent services and service interfaces, whether in person at the courthouse or on-line, also impede access. One of the great strengths of the Florida courts is their ability to innovate and experiment at the local level. The goal of this Plan is to achieve a balance of local flexibility, operational efficiency, and public accessibility to provide a consistent statewide level of services to court customers.

The Plan makes no attempt to redesign the way technology is funded at the local level, only to ensure a minimum level of trial court technology services statewide. To effectuate the business capabilities identified in this Plan, it is necessary for the State Courts System to secure adequate and reliable state funding to implement and sustain the technology projects that support these capabilities. During the 2015 legislative session, the SCS will present a proposed comprehensive funding structure with corresponding revenue streams to continually support, maintain, and refresh the technology that is critical to ensuring the trial courts statewide are able to meet the needs of judges, court staff, and the public they serve.

To fully realize the benefits, the courts must follow the guiding principles presented in this Plan to establish a necessary level of court services statewide, present a more consistent face to the public, and work with court partners in aligning technology efforts.

Appendix B – Cost Benefit Analysis for Solution I

CBAForm 1 - Net Tangible Benefits

Agency	State Courts System	Project	Trial Court Technology Comprehensive Plan Secure Case Management and Processing
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Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency <i>(Recurring Costs Only -- No Project Costs)</i>	FY 2018-19			FY 2019-20			FY 2020-21			FY 2021-22			FY 2022-23		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Cost Change Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel Costs -- Agency-Managed Staff	\$0	\$481,932	\$481,932	\$481,932	\$0	\$481,932	\$481,932	\$0	\$481,932	\$481,932	\$0	\$481,932	\$481,932	\$0	\$481,932
A.b Total Staff	0.00	2.50	2.50	2.50	0.00	2.50	2.50	0.00	2.50	2.50	0.00	2.50	2.50	0.00	2.50
A-1.a. State FTEs (Salaries & Benefits)	\$0	\$251,932	\$251,932	\$251,932	\$0	\$251,932	\$251,932	\$0	\$251,932	\$251,932	\$0	\$251,932	\$251,932	\$0	\$251,932
A-1.b. State FTEs (#)	0.00	2.50	2.50	2.50	0.00	2.50	2.50	0.00	2.50	2.50	0.00	2.50	2.50	0.00	2.50
A-2.a. OPS Staff (Salaries)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
A-2.b. OPS (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-3.a. Staff Augmentation (Contract Cost)	\$0	\$230,000	\$230,000	\$230,000	\$0	\$230,000	\$230,000	\$0	\$230,000	\$230,000	\$0	\$230,000	\$230,000	\$0	\$230,000
A-3.b. Staff Augmentation (# of Contractors)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
B. Application Maintenance Costs	\$0	\$2,532,089	\$2,532,089	\$2,532,089	\$0	\$2,532,089	\$2,532,089	\$0	\$2,532,089	\$2,532,089	\$0	\$2,532,089	\$2,532,089	\$0	\$2,532,089
B-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-2. Hardware	\$0	\$830,058	\$830,058	\$830,058	\$0	\$830,058	\$830,058	\$0	\$830,058	\$830,058	\$0	\$830,058	\$830,058	\$0	\$830,058
B-3. Software	\$0	\$1,530,031	\$1,530,031	\$1,530,031	\$0	\$1,530,031	\$1,530,031	\$0	\$1,530,031	\$1,530,031	\$0	\$1,530,031	\$1,530,031	\$0	\$1,530,031
B-4. Other Programming/Secure Transmission	\$0	\$172,000	\$172,000	\$172,000	\$0	\$172,000	\$172,000	\$0	\$172,000	\$172,000	\$0	\$172,000	\$172,000	\$0	\$172,000
C. Data Center Provider Costs	\$0	\$49,500	\$49,500	\$49,500	\$0	\$49,500	\$49,500	\$0	\$49,500	\$49,500	\$0	\$49,500	\$49,500	\$0	\$49,500
C-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-2. Infrastructure	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-3. Network / Hosting Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-4. Disaster Recovery	\$0	\$49,500	\$49,500	\$49,500	\$0	\$49,500	\$49,500	\$0	\$49,500	\$49,500	\$0	\$49,500	\$49,500	\$0	\$49,500
C-5. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
D. Plant & Facility Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E. Other Costs	\$0	\$15,857	\$15,857	\$15,857	\$0	\$15,857	\$15,857	\$0	\$15,857	\$15,857	\$0	\$15,857	\$15,857	\$0	\$15,857
E-1. Training	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E-2. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E-3. Other New FTE Expense and HR Svcs.	\$0	\$15,857	\$15,857	\$15,857	\$0	\$15,857	\$15,857	\$0	\$15,857	\$15,857	\$0	\$15,857	\$15,857	\$0	\$15,857
Total of Recurring Operational Costs	\$0	\$3,079,378	\$3,079,378	\$3,079,378	\$0	\$3,079,378	\$3,079,378	\$0	\$3,079,378	\$3,079,378	\$0	\$3,079,378	\$3,079,378	\$0	\$3,079,378
F. Additional Tangible Benefits:		\$0			\$0			\$0			\$0			\$0	
F-1. Specify		\$0			\$0			\$0			\$0			\$0	
F-2. Specify		\$0			\$0			\$0			\$0			\$0	
F-3. Specify		\$0			\$0			\$0			\$0			\$0	
Total Net Tangible Benefits:		(\$3,079,378)			\$0			\$0			\$0			\$0	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B		
Choose Type	Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	<input checked="" type="checkbox"/>	Confidence Level 95%
Order of Magnitude	<input type="checkbox"/>	Confidence Level
Placeholder	<input type="checkbox"/>	Confidence Level

A	B		C	D	E	F		G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	State Courts System	Trial Court Technology Comprehensive Plan		CBAForm 2A Baseline Project Budget																	
Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.				FY2018-19			FY2019-20			FY2020-21			FY2021-22			FY2022-23			TOTAL		
2				\$ 3,294,431			\$ -			\$ -			\$ -			\$ -		\$ 3,294,431			
3				\$ -			\$ -			\$ -			\$ -			\$ -		\$ -			
4	Item Description (remove guidelines and annotate entries here)	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget	TOTAL	
5	Costs for all state employees working on the project.	FTE	S&B	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
6	Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
7	Staffing costs for personnel using Time & Expense.	Staff Augmentation	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
8	Project management personnel and related deliverables.	Project Management	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
9	Project oversight to include Independent Verification & Validation (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
10	Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
11	Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
12	Hardware purchases not included in data center services.	Hardware	Other Data Processing Services	\$ -		\$ 809,600	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ 809,600
13	Commercial software purchases and licensing costs.	Commercial Software	Other Data Processing Services	\$ -		\$ 299,204	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ 299,204
14	Professional services with fixed-price costs (i.e. software development, installation, project documentation)	Project Deliverables	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
15	All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
16	Disaster Recovery	Disaster Recovery	Other Data Processing Services	\$ -		\$ 787,127	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ 787,127
17	Programming/Secure Transmission of Orders	Programming/Secure Transmission of Orders	Other Data Processing Services	\$ -		\$ 1,389,000	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ 1,389,000
18	Include costs for non-state data center equipment required by the project and the proposed solution (insert additional rows as needed for detail)	Equipment	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
19	Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
20	Other project expenses not included in other categories.	Non-recurring New FTE Expense Package	Expense	\$ -		\$ 9,500	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ 9,500
21	Total			\$ -	0.00	\$ 3,294,431	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ 3,294,431

CBAForm 2 - Project Cost Analysis

Agency <u>State Courts System</u>	Project <u>ial Court Technology Comprehensive Pl</u>
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PROJECT COST SUMMARY	PROJECT COST SUMMARY (from CBAForm 2A)					TOTAL
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	
TOTAL PROJECT COSTS (*)	\$3,294,431	\$0	\$0	\$0	\$0	\$3,294,431
CUMULATIVE PROJECT COSTS <small>(includes Current & Previous Years' Project-Related Costs)</small>	\$3,294,431	\$3,294,431	\$3,294,431	\$3,294,431	\$3,294,431	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	PROJECT FUNDING SOURCES - CBAForm 2B					TOTAL
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	
General Revenue	\$6,373,809	\$0	\$0	\$0	\$0	\$6,373,809
Trust Fund	\$0	\$0	\$0	\$0	\$0	\$0
Federal Match <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Grants <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Other <input type="checkbox"/> Specify	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL INVESTMENT	\$6,373,809	\$0	\$0	\$0	\$0	\$6,373,809
CUMULATIVE INVESTMENT	\$6,373,809	\$6,373,809	\$6,373,809	\$6,373,809	\$6,373,809	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type	Estimate Confidence	Enter % (+/-)	
Detailed/Rigorous	Confidence Level	x	95%
Order of Magnitude	Confidence Level		
Placeholder	Confidence Level		

CBAForm 3 - Project Investment Summary

Agency	<u>State Courts System</u>	Project	<u>rt Technology Comprehen</u>
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COST BENEFIT ANALYSIS -- CBAForm 3A						
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	TOTAL FOR ALL YEARS
Project Cost	\$3,294,431	\$0	\$0	\$0	\$0	\$3,294,431
Net Tangible Benefits	(\$3,079,378)	\$0	\$0	\$0	\$0	(\$3,079,378)
Return on Investment	(\$6,373,809)	\$0	\$0	\$0	\$0	(\$6,373,809)
Year to Year Change in Program Staffing	3	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	NO PAYBACK	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	NO PAYBACK	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	(\$6,252,510)	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	NO IRR	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Cost of Capital	1.94%	2.07%	3.18%	4.32%	4.85%

Appendix C – Cost Benefit Analysis for Solution II

CBAForm 1 - Net Tangible Benefits

Agency	State Courts System Digital Court Reporting	Project	Trial Court Technology
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Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency <i>(Recurring Costs Only -- No Project Costs)</i>	FY 2018-19			FY 2019-20			FY 2020-21			FY 2021-22			FY 2022-23		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Cost Change Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel Costs -- Agency-Managed Staff	\$0	\$547,789	\$547,789	\$547,789	\$0	\$547,789	\$547,789	\$0	\$547,789	\$547,789	\$0	\$547,789	\$547,789	\$0	\$547,789
A.b Total Staff	0.00	2.50	2.50	2.50	0.00	2.50	2.50	0.00	2.50	2.50	0.00	2.50	2.50	0.00	2.50
A-1.a. State FTEs (Salaries & Benefits)	\$0	\$267,789	\$267,789	\$267,789	\$0	\$267,789	\$267,789	\$0	\$267,789	\$267,789	\$0	\$267,789	\$267,789	\$0	\$267,789
A-1.b. State FTEs (#)	0.00	2.50	2.50	\$3	0.00	2.50	\$3	0.00	2.50	\$3	0.00	2.50	\$3	0.00	2.50
A-2.a. OPS Staff (Salaries)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
A-2.b. OPS (#)	0.00	0.00	0.00	\$0	0.00	0.00	\$0	0.00	0.00	\$0	0.00	0.00	\$0	0.00	0.00
A-3.a. Staff Augmentation (Contract Cost)	\$0	\$280,000	\$280,000	\$280,000	\$0	\$280,000	\$280,000	\$0	\$280,000	\$280,000	\$0	\$280,000	\$280,000	\$0	\$280,000
A-3.b. Staff Augmentation (# of Contractors)	0.00	0.00	0.00	\$0	0.00	0.00	\$0	0.00	0.00	\$0	0.00	0.00	\$0	0.00	0.00
B. Application Maintenance Costs	\$0	\$3,011,529	\$3,011,529	\$3,011,529	\$0	\$3,011,529	\$3,011,529	\$0	\$3,011,529	\$3,011,529	\$0	\$3,011,529	\$3,011,529	\$0	\$3,011,529
B-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-2. Hardware	\$0	\$2,708,212	\$2,708,212	\$2,708,212	\$0	\$2,708,212	\$2,708,212	\$0	\$2,708,212	\$2,708,212	\$0	\$2,708,212	\$2,708,212	\$0	\$2,708,212
B-3. Software	\$0	\$303,317	\$303,317	\$303,317	\$0	\$303,317	\$303,317	\$0	\$303,317	\$303,317	\$0	\$303,317	\$303,317	\$0	\$303,317
B-4. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C. Data Center Provider Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-2. Infrastructure	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-3. Network / Hosting Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-4. Disaster Recovery	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-5. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
D. Plant & Facility Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E. Other Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E-1. Training	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E-2. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E-3. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total of Recurring Operational Costs	\$0	\$3,559,318	\$3,559,318	\$3,559,318	\$0	\$3,559,318	\$3,559,318	\$0	\$3,559,318	\$3,559,318	\$0	\$3,559,318	\$3,559,318	\$0	\$3,559,318
F. Additional Tangible Benefits:		\$0			\$0			\$0			\$0			\$0	
F-1. Specify		\$0			\$0			\$0			\$0			\$0	
F-2. Specify		\$0			\$0			\$0			\$0			\$0	
F-3. Specify		\$0			\$0			\$0			\$0			\$0	
Total Net Tangible Benefits:		(\$3,559,318)			\$0			\$0			\$0			\$0	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B		
Choose Type	Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	<input checked="" type="checkbox"/>	Confidence Level 95%
Order of Magnitude	<input type="checkbox"/>	Confidence Level
Placeholder	<input type="checkbox"/>	Confidence Level

A	B		C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	
1	State Courts System		Trial Court Technology		CBAForm 2A Baseline Project Budget																
Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.					FY2018-19			FY2019-20			FY2020-21			FY2021-22			FY2022-23			TOTAL	
2					\$ 1,555,766			\$ -			\$ -			\$ -			\$ -			\$ 1,555,766	
3					\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	
4	Item Description (remove guidelines and annotate entries here)	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget	TOTAL	
5	Costs for all state employees working on the project.	FTE	S&B	\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	\$ -	
6	Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	\$ -	
7	Staffing costs for personnel using Time & Expense.	Staff Augmentation	Contracted Services	\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	\$ -	
8	Project management personnel and related deliverables.	Project Management	Contracted Services	\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	\$ -	
9	Project oversight to include Independent Verification & Validation (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	\$ -	
10	Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	0.00		\$ -	\$ -	
11	Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	\$ -	
12	Hardware purchases not included in data center services.	Hardware	Other Data Processing Services	\$ -			\$ 1,546,266			\$ -			\$ -			\$ -			\$ -	\$ 1,546,266	
13	Commercial software purchases and licensing costs.	Commercial Software	Other Data Processing Services	\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	\$ -	
14	Professional services with fixed-price costs (i.e. software development, installation, project documentation)	Project Deliverables	Contracted Services	\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	\$ -	
15	All first-time training costs associated with the project.	Training	Contracted Services	\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	\$ -	
16	Include the quote received from the data center provider for project equipment and services. Only include one-time project costs in this row. Recurring, project-related data center costs are included in CBA Form 1A.	Data Center Services - One Time Costs	Data Center Category	\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	\$ -	
17	Other contracted services not included in other categories.	Other Services	Contracted Services	\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	\$ -	
18	Include costs for non-state data center equipment required by the project and the proposed solution (insert additional rows as needed for detail)	Equipment	Expense	\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	\$ -	
19	Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	\$ -	
20	Other project expenses not included in other categories.	Non-recurring New FTE Expense	Expense	\$ -			\$ 9,500			\$ -			\$ -			\$ -			\$ -	\$ 9,500	
21	Total				\$ -	0.00	\$ 1,555,766	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ 1,555,766	

CBAForm 2 - Project Cost Analysis

Agency	<u>State Courts System</u>	Project		<u>Trial Court Technology</u>
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PROJECT COST SUMMARY	PROJECT COST SUMMARY (from CBAForm 2A)					TOTAL
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	
TOTAL PROJECT COSTS (*)	\$1,555,766	\$0	\$0	\$0	\$0	\$1,555,766
CUMULATIVE PROJECT COSTS <small>(includes Current & Previous Years' Project-Related Costs)</small>	\$1,555,766	\$1,555,766	\$1,555,766	\$1,555,766	\$1,555,766	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	PROJECT FUNDING SOURCES - CBAForm 2B					TOTAL
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	
General Revenue	\$5,115,084	\$0	\$0	\$0	\$0	\$5,115,084
Trust Fund	\$0	\$0	\$0	\$0	\$0	\$0
Federal Match <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Grants <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Other <input type="checkbox"/> Specify	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL INVESTMENT	\$5,115,084	\$0	\$0	\$0	\$0	\$5,115,084
CUMULATIVE INVESTMENT	\$5,115,084	\$5,115,084	\$5,115,084	\$5,115,084	\$5,115,084	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type	Estimate Confidence	Enter % (+/-)	
Detailed/Rigorous	Confidence Level	x	95%
Order of Magnitude	Confidence Level		
Placeholder	Confidence Level		

CBAForm 3 - Project Investment Summary

Agency	<u>State Courts System</u>	Project	<u>Trial Court Technology</u>
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COST BENEFIT ANALYSIS -- CBAForm 3A						
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	TOTAL FOR ALL YEARS
Project Cost	\$1,555,766	\$0	\$0	\$0	\$0	\$1,555,766
Net Tangible Benefits	(\$3,559,318)	\$0	\$0	\$0	\$0	(\$3,559,318)
Return on Investment	(\$5,115,084)	\$0	\$0	\$0	\$0	(\$5,115,084)
Year to Year Change in Program Staffing	3	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	NO PAYBACK	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	NO PAYBACK	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	(\$5,017,740)	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	NO IRR	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Cost of Capital	1.94%	2.07%	3.18%	4.32%	4.85%

Appendix D – Cost Benefit Analysis for Solution III

CBAForm 1 - Net Tangible Benefits

Agency	State Courts System	Project	Trial Court Technology
	Support for Minimum Level of Technology		

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency (Recurring Costs Only -- No Project Costs)	FY 2018-19			FY 2019-20			FY 2020-21			FY 2021-22			FY 2022-23		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Cost Change Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel Costs -- Agency-Managed Staff	\$0	\$5,475,644	\$5,475,644	\$5,475,644	\$0	\$5,475,644	\$5,475,644	\$0	\$5,475,644	\$5,475,644	\$0	\$5,475,644	\$5,475,644	\$0	\$5,475,644
A.b Total Staff	0.00	65.00	65.00	65.00	0.00	65.00	65.00	0.00	65.00	65.00	0.00	65.00	65.00	0.00	65.00
A-1.a. State FTEs (Salaries & Benefits)	\$0	\$5,475,644	\$5,475,644	\$5,475,644	\$0	\$5,475,644	\$5,475,644	\$0	\$5,475,644	\$5,475,644	\$0	\$5,475,644	\$5,475,644	\$0	\$5,475,644
A-1.b. State FTEs (#)	0.00	65.00	65.00	65.00	0.00	65.00	65.00	0.00	65.00	65.00	0.00	65.00	65.00	0.00	65.00
A-2.a. OPS Staff (Salaries)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
A-2.b. OPS (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
A-3.a. Staff Augmentation (Contract Cost)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
A-3.b. Staff Augmentation (# of Contractors)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
B. Application Maintenance Costs	\$0	\$3,821,790	\$3,821,790	\$3,821,790	\$0	\$3,821,790	\$3,821,790	\$0	\$3,821,790	\$3,821,790	\$0	\$3,821,790	\$3,821,790	\$0	\$3,821,790
B-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-2. Hardware	\$0	\$3,821,790	\$3,821,790	\$3,821,790	\$0	\$3,821,790	\$3,821,790	\$0	\$3,821,790	\$3,821,790	\$0	\$3,821,790	\$3,821,790	\$0	\$3,821,790
B-3. Software	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
B-4. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C. Data Center Provider Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-2. Infrastructure	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-3. Network / Hosting Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-4. Disaster Recovery	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
C-5. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
D. Plant & Facility Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E. Other Costs	\$0	\$396,750	\$396,750	\$396,750	\$0	\$396,750	\$396,750	\$0	\$396,750	\$396,750	\$0	\$396,750	\$396,750	\$0	\$396,750
E-1. Training	\$0	\$396,750	\$396,750	\$396,750	\$0	\$396,750	\$396,750	\$0	\$396,750	\$396,750	\$0	\$396,750	\$396,750	\$0	\$396,750
E-2. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
E-3. Other Specify	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total of Recurring Operational Costs	\$0	\$9,694,184	\$9,694,184	\$9,694,184	\$0	\$9,694,184	\$9,694,184	\$0	\$9,694,184	\$9,694,184	\$0	\$9,694,184	\$9,694,184	\$0	\$9,694,184
F. Additional Tangible Benefits:		\$0			\$0			\$0			\$0			\$0	
F-1. Specify		\$0			\$0			\$0			\$0			\$0	
F-2. Specify		\$0			\$0			\$0			\$0			\$0	
F-3. Specify		\$0			\$0			\$0			\$0			\$0	
Total Net Tangible Benefits:		(\$9,694,184)			\$0			\$0			\$0			\$0	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B		
Choose Type	Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	<input checked="" type="checkbox"/>	Confidence Level 95%
Order of Magnitude	<input type="checkbox"/>	Confidence Level
Placeholder	<input type="checkbox"/>	Confidence Level

A	B		C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	State Courts System		Trial Court Technology																	
Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.					CBAForm 2A Baseline Project Budget															
2					FY2018-19			FY2019-20			FY2020-21			FY2021-22			FY2022-23			TOTAL
3					\$ -			\$ 155,935			\$ -			\$ -			\$ -			\$ 155,935
4	Item Description <i>(remove guidelines and annotate entries here)</i>	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1 # YR 1 LBR YR 1 Base Budget		YR 2 # YR 2 LBR YR 2 Base Budget		YR 3 # YR 3 LBR YR 3 Base Budget		YR 4 # YR 4 LBR YR 4 Base Budget		YR 5 # YR 5 LBR YR 5 Base Budget		TOTAL					
5	Costs for all state employees working on the project.	FTE	S&B	\$ -	0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		\$ -					
6	Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		\$ -					
7	Staffing costs for personnel using Time & Expense.	Staff Augmentation	Contracted Services	\$ -	0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		\$ -					
8	Project management personnel and related deliverables.	Project Management	Contracted Services	\$ -	0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		\$ -					
9	Project oversight to include Independent Verification & Validation (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ -	0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		\$ -					
10	Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ -	0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		\$ -					
11	Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -	\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ -					
12	Hardware purchases not included in data center services.	Hardware	OCO	\$ -	\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ -					
13	Commercial software purchases and licensing costs.	Commercial Software	Contracted Services	\$ -	\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ -					
14	Professional services with fixed-price costs (i.e. software development, installation, project documentation)	Project Deliverables	Contracted Services	\$ -	\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ -					
15	All first-time training costs associated with the project.	Training	Contracted Services	\$ -	\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ -					
16	Include the quote received from the data center provider for project equipment and services. Only include one-time project costs in this row. Recurring, project-related data center costs are included in CBA Form 1A.	Data Center Services - One Time Costs	Data Center Category	\$ -	\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ -					
17	Other contracted services not included in other categories.	Other Services	Contracted Services	\$ -	\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ -					
18	Include costs for non-state data center equipment required by the project and the proposed solution (insert additional rows as needed for detail)	Equipment	Expense	\$ -	\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ -					
19	Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -	\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ -					
20	Other project expenses not included in other categories.	Non-recurring New FTE Expense	Expense	\$ -	\$ 155,935 \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ - \$ -		\$ 155,935					
21	Total				\$ -	0.00 \$ 155,935 \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		0.00 \$ - \$ -		\$ 155,935				

CBAForm 2 - Project Cost Analysis

Agency	<u>State Courts System</u>	Project		<u>Trial Court Technology</u>
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PROJECT COST SUMMARY	PROJECT COST SUMMARY (from CBAForm 2A)					TOTAL
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	
TOTAL PROJECT COSTS (*)	\$155,935	\$0	\$0	\$0	\$0	\$155,935
CUMULATIVE PROJECT COSTS <small>(includes Current & Previous Years' Project-Related Costs)</small>	\$155,935	\$155,935	\$155,935	\$155,935	\$155,935	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	PROJECT FUNDING SOURCES - CBAForm 2B					TOTAL
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	
General Revenue	\$9,850,119	\$0	\$0	\$0	\$0	\$9,850,119
Trust Fund	\$0	\$0	\$0	\$0	\$0	\$0
Federal Match <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Grants <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Other <input type="checkbox"/> Specify	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL INVESTMENT	\$9,850,119	\$0	\$0	\$0	\$0	\$9,850,119
CUMULATIVE INVESTMENT	\$9,850,119	\$9,850,119	\$9,850,119	\$9,850,119	\$9,850,119	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type		Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	x	Confidence Level	95%
Order of Magnitude		Confidence Level	
Placeholder		Confidence Level	

CBAForm 3 - Project Investment Summary

Agency	<u>State Courts System</u>	Project	<u>Trial Court Technology</u>
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COST BENEFIT ANALYSIS -- CBAForm 3A						
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	TOTAL FOR ALL YEARS
Project Cost	\$155,935	\$0	\$0	\$0	\$0	\$155,935
Net Tangible Benefits	(\$9,694,184)	\$0	\$0	\$0	\$0	(\$9,694,184)
Return on Investment	(\$9,850,119)	\$0	\$0	\$0	\$0	(\$9,850,119)
Year to Year Change in Program Staffing	65	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	NO PAYBACK	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	NO PAYBACK	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	(\$9,662,663)	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	NO IRR	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Cost of Capital	1.94%	2.07%	3.18%	4.32%	4.85%

Appendix E – Cost Benefit Analysis for Solution IV

CBAForm 1 - Net Tangible Benefits

Agency State Courts System Project Comprehensive Court Interpreting Re: Remote Court Interpreting and Bandwidth

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency (Recurring Costs Only -- No Project Costs)	FY 2018-19			FY 2019-20			FY 2020-21			FY 2021-22			FY 2022-23		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Cost Change Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel Costs -- Agency-Managed Staff	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
A.b Total Staff	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
A-1.a. State FTEs (Salaries & Benefits)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
A-1.b. State FTEs (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
A-2.a. OPS Staff (Salaries)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
A-2.b. OPS (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
A-3.a. Staff Augmentation (Contract Cost)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
A-3.b. Staff Augmentation (# of Contractors)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
B. Application Maintenance Costs	\$0	\$1,727,165	\$1,727,165	\$1,727,165	\$472,472	\$2,199,637	\$2,199,637	\$434,295	\$2,633,932	\$2,633,932	\$2,040,946	\$4,674,878	\$4,674,878	\$0	
B-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
B-2. Hardware	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,040,946	\$2,040,946	\$2,040,946	\$0	
B-3. Software	\$0	\$255,799	\$255,799	\$255,799	\$472,472	\$728,271	\$728,271	\$434,295	\$1,162,566	\$1,162,566	\$0	\$1,162,566	\$1,162,566	\$0	
B-4. Other <u>Bandwidth</u>	\$0	\$1,471,366	\$1,471,366	\$1,471,366	\$0	\$1,471,366	\$1,471,366	\$0	\$1,471,366	\$1,471,366	\$0	\$1,471,366	\$1,471,366	\$0	
C. Data Center Provider Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
C-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
C-2. Infrastructure	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
C-3. Network / Hosting Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
C-4. Disaster Recovery	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
C-5. Other <u>Specify</u>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
D. Plant & Facility Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
E. Other Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
E-1. Training	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
E-2. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
E-3. Other <u>Specify</u>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Total of Recurring Operational Costs	\$0	\$1,727,165	\$1,727,165	\$1,727,165	\$472,472	\$2,199,637	\$2,199,637	\$434,295	\$2,633,932	\$2,633,932	\$2,040,946	\$4,674,878	\$4,674,878	\$0	
F. Additional Tangible Benefits:		\$0			\$0			\$0			\$0		\$0		
F-1. <u>Specify</u>		\$0			\$0			\$0			\$0		\$0		
F-2. <u>Specify</u>		\$0			\$0			\$0			\$0		\$0		
F-3. <u>Specify</u>		\$0			\$0			\$0			\$0		\$0		
Total Net Tangible Benefits:		(\$1,727,165)			(\$472,472)			(\$434,295)			(\$2,040,946)			\$0	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B		
Choose Type	Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	<input checked="" type="checkbox"/>	Confidence Level 95%
Order of Magnitude	<input type="checkbox"/>	Confidence Level
Placeholder	<input type="checkbox"/>	Confidence Level

A	B		C	D	E	F		G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	State Courts System		Comprehensive Court Interpreting Resources		CBA Form 2A Baseline Project Budget																
Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.					FY2018-19			FY2019-20			FY2020-21			FY2021-22			FY2022-23			TOTAL	
2					\$ 2,841,610			\$ 2,951,549			\$ 2,646,611			\$ -			\$ -			\$ 8,439,770	
3					\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	
4	Item Description (remove guidelines and annotate entries here)	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget	TOTAL	
5	Costs for all state employees working on the project.	FTE	S&B	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
6	Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
7	Staffing costs for personnel using Time & Expense.	Staff Augmentation	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
8	Project management personnel and related deliverables.	Project Management	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
9	Project oversight to include Independent Verification & Validation (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
10	Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
11	Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
12	Hardware purchases not included in data center services.	Hardware	Other Data Processing Services	\$ -		\$ 2,841,610	\$ -		\$ 2,951,549	\$ -		\$ 2,646,611	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ 8,439,770
13	Commercial software purchases and licensing costs.	Commercial Software	Other Data Processing Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
14	Professional services with fixed-price costs (i.e. software development, installation, project documentation)	Project Deliverables	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
15	All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
16	Include the quote received from the data center provider for project equipment and services. Only include one-time project costs in this row. Recurring, project-related data center costs are included in CBA Form 1A.	Data Center Services - One Time Costs	Data Center Category	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
17	Other contracted services not included in other categories.	Other Services	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
18	Include costs for non-state data center equipment required by the project and the proposed solution (insert additional rows as needed for detail)	Equipment	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
19	Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
20	Other project expenses not included in other categories.	Bandwidth	Other Data Processing	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
21	Total				\$ -	0.00	\$ 2,841,610	\$ -	0.00	\$ 2,951,549	\$ -	0.00	\$ 2,646,611	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 8,439,770

CBAForm 2 - Project Cost Analysis

Agency <u>State Courts System</u>	Project <u>Comprehensive Court Interpreting Resource</u>
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PROJECT COST SUMMARY	PROJECT COST SUMMARY (from CBAForm 2A)					TOTAL
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	
TOTAL PROJECT COSTS (*)	\$2,841,610	\$2,951,549	\$2,646,611	\$0	\$0	\$8,439,770
CUMULATIVE PROJECT COSTS <small>(includes Current & Previous Years' Project-Related Costs)</small>	\$2,841,610	\$5,793,159	\$8,439,770	\$8,439,770	\$8,439,770	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	PROJECT FUNDING SOURCES - CBAForm 2B					TOTAL
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	
General Revenue	\$4,568,775	\$3,424,021	\$3,080,906	\$2,040,946	\$0	\$13,114,648
Trust Fund	\$0	\$0	\$0	\$0	\$0	\$0
Federal Match <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Grants <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Other <input type="checkbox"/> Specify	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL INVESTMENT	\$4,568,775	\$3,424,021	\$3,080,906	\$2,040,946	\$0	\$13,114,648
CUMULATIVE INVESTMENT	\$4,568,775	\$7,992,796	\$11,073,702	\$13,114,648	\$13,114,648	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type	Estimate Confidence	Enter % (+/-)	
Detailed/Rigorous	x	Confidence Level	95%
Order of Magnitude		Confidence Level	
Placeholder		Confidence Level	

CBAForm 3 - Project Investment Summary

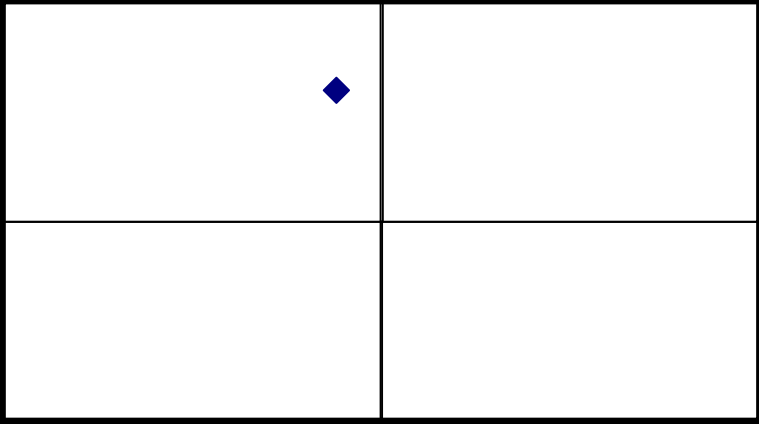
Agency	<u>State Courts System</u>	Project	<u>ensive Court Interpreting R</u>
--------	----------------------------	---------	------------------------------------

COST BENEFIT ANALYSIS -- CBAForm 3A						
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	TOTAL FOR ALL YEARS
Project Cost	\$2,841,610	\$2,951,549	\$2,646,611	\$0	\$0	\$8,439,770
Net Tangible Benefits	(\$1,727,165)	(\$472,472)	(\$434,295)	(\$2,040,946)	\$0	(\$4,674,878)
Return on Investment	(\$4,568,775)	(\$3,424,021)	(\$3,080,906)	(\$2,040,946)	\$0	(\$13,114,648)
Year to Year Change in Program Staffing	0	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	NO PAYBACK	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	NO PAYBACK	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	(\$12,296,414)	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	NO IRR	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Cost of Capital	1.94%	2.07%	3.18%	4.32%	4.85%

Appendix F – Information
Technology Risk Assessment
Tool

	B	C	D	E	F	G	H					
3	Project		<i>Trial Court Technology Comprehensive Plan</i>									
4												
5	Agency		<i>State Courts System</i>									
6	FY 2018-19 LBR Issue Code:			FY 2018-19 LBR Issue Title:								
7	<i>36250C0</i>			<i>Trial Court Technology Comprehensive</i>								
8	Risk Assessment Contact Info (Name, Phone #, and E-mail Address):											
9	<i>Kristine Slayden, 850-922-5106, slaydenk@flcourts.org</i>											
10	Executive Sponsor		<i>Judge Margaret O. Steinbeck</i>									
11	Project Manager		<i>Kristine Slayden</i>									
12	Prepared By		<i>Kristine Slayden</i>			<i>8/22/2017</i>						
14	Risk Assessment Summary											
15												
16	Business Strategy			Level of Project Risk								
17								Most Aligned	Least Risk	Most Risk		
18												
19												
20												
21												
22												
23												
24												
25												
26												
27												
28												
29	Least Aligned	Most Risk	Least Risk									
30												
31												
32												
34	Project Risk Area Breakdown											
35	Risk Assessment Areas						<i>Risk Exposure</i>					
36	Strategic Assessment						MEDIUM					
37												
38	Technology Exposure Assessment						LOW					
39												
40	Organizational Change Management Assessment						MEDIUM					
41												
42	Communication Assessment						LOW					
43												
44	Fiscal Assessment						MEDIUM					
45												
46	Project Organization Assessment						MEDIUM					
47												
48	Project Management Assessment						MEDIUM					
49												
50	Project Complexity Assessment						MEDIUM					
51												
52												
53	Overall Project Risk						MEDIUM					

Appendix G – Court
Application Processing System
(CAPS) Implementation Matrix

Court Application Processing System (CAPS) Implementation Matrix

Circuit	County	CAPS System	CAPS System Deployed	Judges able to e-sign/e-file orders in CAPS system via Portal	Clerks CMS System
		Civil/Criminal	Civil/Criminal	Civil/Criminal	Civil/Criminal
1	Escambia	Mentis	Yes	Yes	Benchmark
	Okaloosa	Mentis	Yes	Yes	Benchmark
	Santa Rosa	Mentis	Yes	Yes	Clericus
	Walton	Mentis	Yes	Yes	Clericus
2	Franklin	Mentis	Yes	Yes	Clericus
	Gadsden	Mentis	Yes	No	CDS
	Jefferson	Mentis	Yes	Yes	Clericus
	Leon	Mentis	Yes	Yes	Benchmark
	Liberty	Mentis	Yes	Yes	Clericus
	Wakulla	Mentis	Yes	Yes	Clericus
3	Columbia	ICMS	Yes	Yes	Clericus
	Dixie	ICMS	Yes	Yes	Clericus
	Hamilton	ICMS	Yes	Yes	Clericus
	Lafayette	ICMS	Yes	Yes	Clericus
	Madison	ICMS	Yes	Yes	Clericus
	Suwannee	ICMS	Yes	Yes	Clericus
	Taylor	Mentis/ICMS	Yes	TBD/Yes	CDS/Clericus
4	Clay	ICMS	December 2017	No	Odyssey
	Duval	ICMS	September 2017	No	Showcase
	Nassau	ICMS	Yes	Yes	Clericus
5	Citrus	Mentis	Yes	Yes	Benchmark
	Hernando	Mentis	Yes	Yes	Clericus
	Lake	Mentis	Yes	No	Showcase
	Marion	Mentis	Yes	Yes	Clericus
	Sumter	Mentis	Yes	Yes	Clericus
6	Pasco	JAWS	October 2017/TBD	No	Clericus
	Pinellas	JAWS	Yes/TBD	No	Odyssey
7	Flagler	Pioneer	Yes	Yes*	Benchmark
	Putnam	Pioneer	Yes	Yes*	Clericus
	St. Johns	Pioneer	Yes	Yes*	Benchmark
	Volusia	Pioneer	Yes	Yes*	In-House
8	Alachua	ICMS	Yes	Yes	Courtview
	Baker	ICMS	Yes	Yes	Clericus
	Bradford	ICMS	Yes	Yes	Clericus
	Gilchrist	ICMS	Yes	Yes	Clericus
	Levy	ICMS	Yes	Yes	Benchmark
	Union	ICMS	Yes	Yes	Clericus

Circuit	County	CAPS System	CAPS System Deployed	Judges able to e-sign/e-file orders in CAPS system via Portal	Clerks CMS System
		Civil/Criminal	Civil/Criminal	Civil/Criminal	Civil/Criminal
9	Orange	Mentis	Yes	Yes	Odyssey
	Osceola	Mentis	Yes	Yes	Benchmark
10	Hardee	ICMS	Yes	No	Clericus
	Highlands	ICMS	Yes	No	Clericus
	Polk	ICMS	Yes	No	New Vision
11	Miami-Dade	Mentis	Partial/TBD	No	Odyssey/CJIS
12	Desoto	Mentis	Yes	E-sign only	Clericus
	Manatee	Mentis	Yes	E-sign only	Clericus
	Sarasota	Pioneer	Yes	No	Benchmark
13	Hillsborough	JAWS	Yes	Yes*	Odyssey
14	Bay	ICMS	Yes	No	Benchmark
	Calhoun	ICMS	Yes	No	Clericus
	Gulf	ICMS	Yes	No	Clericus
	Holmes	ICMS	Yes	No	Clericus
	Jackson	ICMS	Yes	No	Clericus
	Washington	ICMS	Yes	No	Clericus
15	Palm Beach	In-House	Yes	Yes	Showcase
16	Monroe	JAWS	September 2017	No	Odyssey
17	Broward	In-House	Yes	Yes	Odyssey
18	Brevard	ICMS	Yes	Yes/No	FACTS
	Seminole	In-House	Implemented	E-sign only*	In-House
19	Indian River	Mentis	Yes	Yes	Benchmark
	Martin	Mentis	Yes	Yes	Clericus
	Okeechobee	Mentis	Yes	Yes	Clericus
	St. Lucie	Mentis	Yes	Yes	Benchmark
20	Charlotte	Mentis	Yes	No	Benchmark
	Collier	Mentis	Yes	No	Showcase
	Glades	Mentis	Yes	No	Clericus
	Hendry	Mentis	Yes	No	Clericus
	Lee	Mentis	Yes	No	Odyssey

Circuits transitioning CAPS System to ICMS in FY 17/18

In-House system not CAPS compliant - No certification demo scheduled at this time

Note: Implementation dates are subject to change due to available funding bypasses Portal

Appendix H – Trial Court
Technology Comprehensive
Plan Projected Costs

**Trial Court Technology Comprehensive Plan
FY 2018-19 Legislative Budget Request**

			FY 2018-19 Legislative Budget Request			FY 2019-20 Legislative Budget Request		
Technology Projects to Support Business Capabilities			General Revenue Recurring	General Revenue Non-Recurring	Total	General Revenue Recurring	General Revenue Non-Recurring	Total
Solution I: Secure Case Management and Processing System (CAPS)								
1	ODPS	Applications Development and Licensing ¹	\$250,000	\$3,284,931	\$3,534,931	\$0	\$0	\$0
2	ODPS	Support Services - Refresh and Maintenance ²	\$2,331,589	\$0	\$2,331,589	\$0	\$0	\$0
3	Salary/Contracted Services	Support Services - Statewide Cross-Jurisdictional CAPS (Includes 2.5 FTE) ³	\$497,789	\$9,500	\$507,289	\$0	\$0	\$0
<i>Solution I Subtotal</i>			\$3,079,378	\$3,294,431	\$6,373,809	\$0	\$0	\$0
Solution II: Digital Court Reporting (DCR)								
4	ODPS	Expansion	\$0	\$1,368,155	\$1,368,155	\$0	\$0	\$0
5	ODPS	Support Services - Refresh and Maintenance	\$3,011,529	\$178,111	\$3,189,640	\$0	\$0	\$0
6	Salary/Contracted Services	Support Services - Statewide Cross-Jurisdictional DCR (Includes 2.5 FTE) ⁴	\$547,789	\$9,500	\$557,289	\$0	\$0	\$0
<i>Solution II Subtotal</i>			\$3,559,318	\$1,555,766	\$5,115,084	\$0	\$0	\$0
Solution III: Support for Minimum Level of Technology								
7	ODPS	Core Function Capabilities	\$3,821,790	\$0	\$3,821,790	\$0	\$0	\$0
8	Total FTE Cost	Information Resource Management Consultant (20 FTE, 1 per Circuit)	\$2,151,178	\$47,980	\$2,199,158	\$0	\$0	\$0
9	Total FTE Cost	Information Systems Analysts (45 FTE)	\$3,324,466	\$107,955	\$3,432,421	\$0	\$0	\$0
10	Expense	Training and Education	\$396,750	\$0	\$396,750	\$0	\$0	\$0
<i>Solution III Subtotal</i>			\$9,694,184	\$155,935	\$9,850,119	\$0	\$0	\$0
Solution IV: Remote Court Interpreting and Bandwidth								
11	ODPS	Remote Interpreting Implementation ⁵	\$0	\$2,841,610	\$2,841,610	\$0	\$2,951,549	\$2,951,549
12	ODPS	Support Services - Refresh/Maintenance for Remote Interpreting Equipment ⁵	\$84,428	\$0	\$84,428	\$378,853	\$0	\$378,853
13	ODPS	Support Services - Statewide Call Manager for Remote Interpreting ⁶	\$171,371	\$0	\$171,371	\$93,619	\$0	\$93,619
14	ODPS	Bandwidth	\$1,471,366	\$0	\$1,471,366	\$0	\$0	\$0
<i>Solution IV Subtotal</i>			\$1,727,165	\$2,841,610	\$4,568,775	\$472,472	\$2,951,549	\$3,424,021
TOTAL			\$18,060,045	\$7,847,742	\$25,907,787	\$472,472	\$2,951,549	\$3,424,021

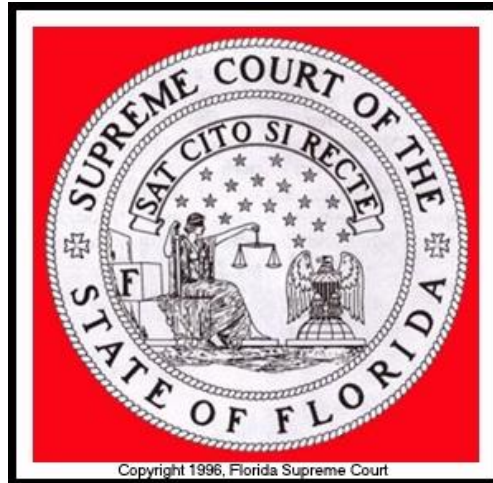
¹ Includes funding for proposed order submission enhancement. ² Includes funding for hardware and server refresh and maintenance on existing hardware and software.

³ Includes \$230,000 in recurring contractual funds and \$267,789 for FTE costs. ⁴ Includes \$280,000 in recurring contractual funds and \$267,789 for FTE costs.

⁵ Non-recurring costs for remote interpreting implementation are based on an average cost of \$14,153 per courtroom. Implementation of statewide remote interpreting equipment (non-recurring costs) will occur over a three-year period, with recurring maintenance costs associated with the equipment lagging 1 year behind purchase date. This will allow for continued implementation of interpreter endpoints with the goal of coverage in 1/3 of non-civil courtrooms in large circuits; 1/2 of non-civil courtrooms in medium circuits; and 3/4 of non-civil courtrooms in small circuits. It is anticipated that for FY 2020-21, \$2,646,611 in non-recurring funds would be requested for the third year of expansion and \$434,295 in recurring funds would be requested for maintenance to support equipment purchased in the previous year. For FY 2021-22, \$2,040,946 in recurring funds would be requested for maintenance and refresh to support equipment purchased in the previous years.

⁶ FY 2018-19 includes \$27,840 for the statewide call manager and \$143,531 for a cloud-supported bridge to facilitate multi-point connectivity with 10 licenses. FY 2019-20 includes \$93,619 to purchase an additional 17 licenses.

Appendix I – Integration and Interoperability Document



Supreme Court of Florida Office of the State Courts Administrator

Integration and Interoperability Document

Version 2.4

19 April 2016



Revision History

Date	Version	Changed By	Notes
08/27/2002	1.0	M. Ervin	First edition of the Interoperability & Integration Requirements Document
09/12/2002	1.1	M. Ervin	Incorporated comments from OSCA review
10/02/2002	1.2	M. Ervin	Incorporated comments from CTOs' review
10/09/2002	1.3	M. Ervin, OSCA	Additional refinement of document for release
10/28/2004	1.4	CTO Workgroup	Annual Review and Update
11/05/2004	1.5	OSCA	Final Draft
11/15/2004	1.6	Gary Hagan	Update Wire Section
11/16/2004	1.7	OSCA	Update XML Specifications
07/10/2007	1.8	I&I Workgroup	
03/19/2008	1.9	Jannet Lewis	Updated Network Diagrams MFN Network
4/29/2011	2.0	Technical Standards Committee	Updated entire document
05/05/2011	2.1	Lakisha Hall	Updated Desktop Standards section as a result of the FCTC May 4, 2011 meeting
10/15/2013	2.2	Technical Standards Subcommittee	Updated entire document
05/09/2014	2.3	Technical Standards Subcommittee	Added new section 3.3.1.2 Data Transmission
04/19/2016	2.4	Technical Standards Subcommittee	Updated entire document

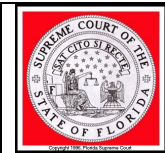
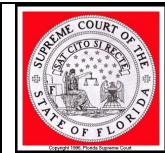


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1. Overview

This section contains subsections that describe the scope of the processes to which the Integration and Interoperability requirements apply.

2. Background

The Integration and Interoperability requirements and standards are derived primarily from industry best practices and existing standards. The functional requirements of the judicial branch drive the need to define an environment that can fulfill the needs of all justice partners as they interact with the public and other federal, state, and local agencies. The hardware and software platforms, network infrastructure, and methods for data exchange that are discussed and recommended in this document support the strategic vision of the Florida Courts Technology Commission relative to integration and interoperability among heterogeneous systems.

3. Requirements and Standards for Integration & Interoperability

This section contains the preliminary requirements and recommended standards for interoperability and integration between technology systems that provide information to or on behalf of the judicial branch. The requirements and standards were defined by analyzing Legislative/Supreme Court mandates, functional requirements, existing information systems architecture, and infrastructure reports, and incorporating the results of that analysis into a solution that leverages contemporary information technology management industry standards and best practices for optimal performance, return on investment and efficient technical solutions.

3.1 Diagrams

The diagrams in this section give an overview of the conceptual network architecture for the courts (Figure 1), for the circuits (Figure 2) and court/clerk approved interface method (Figure 3).



Figure 1. Florida Courts Conceptual Network Design

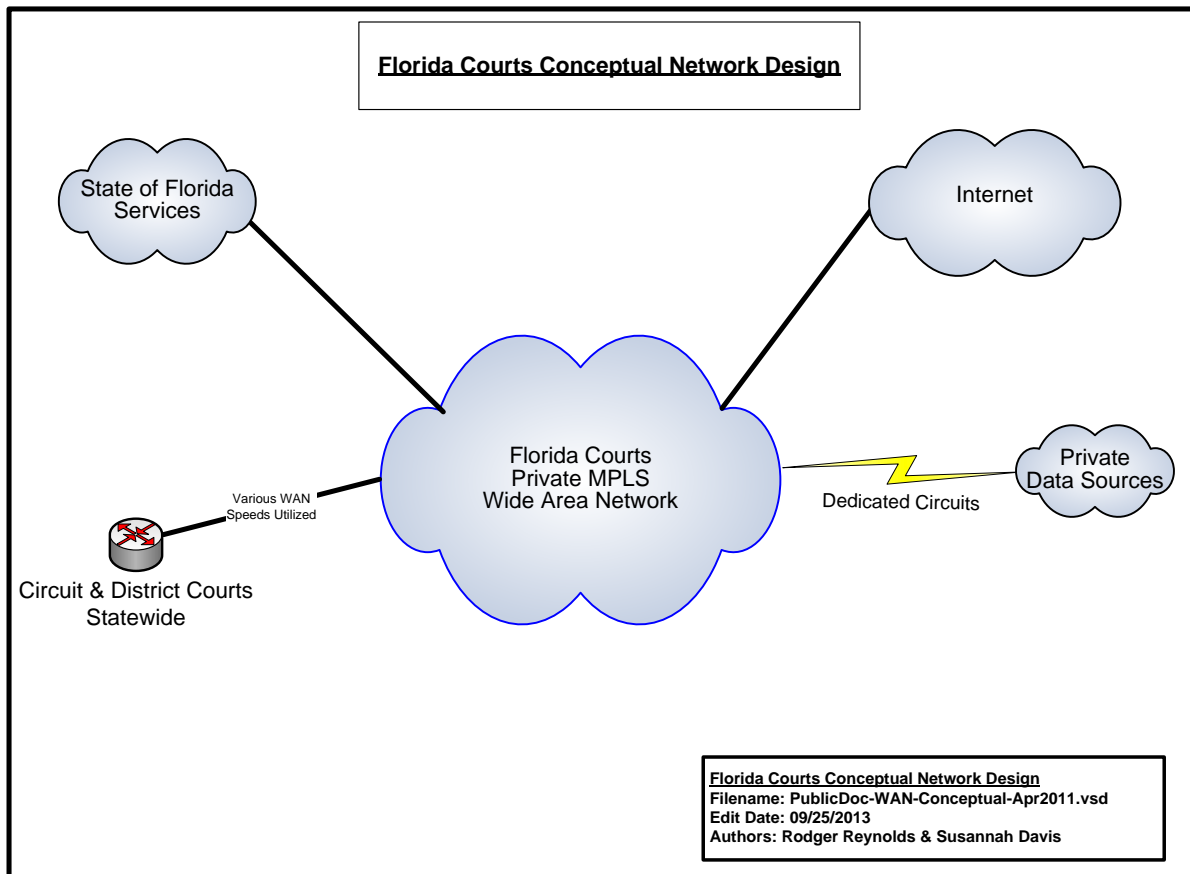
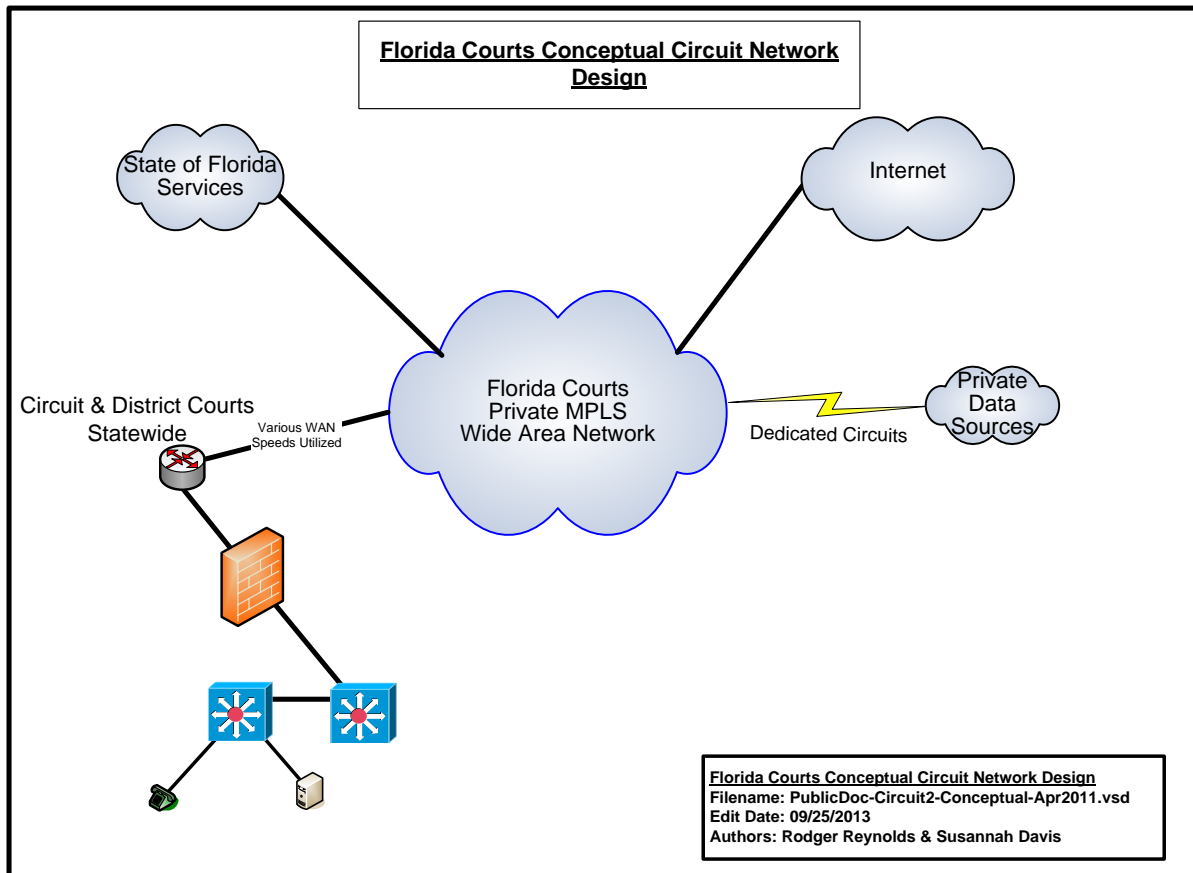




Figure 2. Florida Courts Conceptual Circuit Network Design



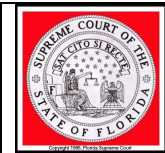
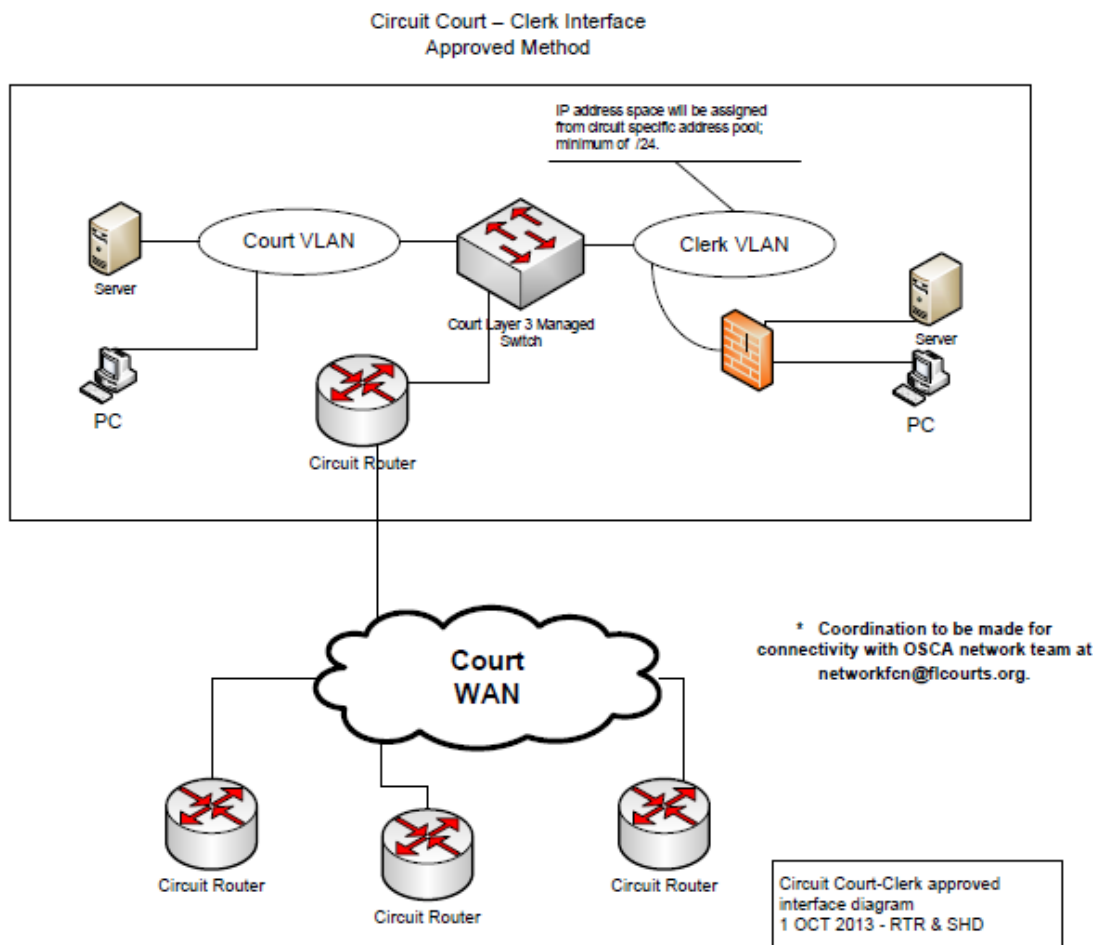
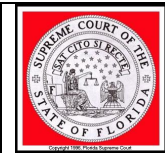


Figure 3. Circuit Court – Clerk Interface Approved Method





3.2 Integration Requirements and Standards

Integration requirements and standards are needed to provide the court with an understanding of both the high-level logical design requirements and the physical infrastructure standards and requirements that will be required to efficiently integrate the disparate systems that will support the courts.

3.2.1 Infrastructure Standards and Requirements

Standards and Requirements are established to provide a strategic approach to hardware and software standardization and life cycle management that will assist circuits in the planning, procuring and implementation of technologies necessary to comply with Supreme Court and Legislative Technology Mandates. Florida Statute 29.008 states that counties within each Judicial Circuit are responsible to fund the court's technology needs, including but not limited to computer hardware (e.g., PCs, video displays, laptops, servers, etc.). To most effectively manage the technology's total cost of ownership, life cycle management should include hardware and software procurement strategies, physical asset management, technical support strategies, and retirement and disposal strategies that maximize the hardware's utility in support of the court's business objectives. Finally, when planning technology solutions, it is imperative to remember that the personnel costs requisite for the maintenance of the solutions often exceed the cost of the physical solution itself. Proper support ratios should be factored in to ensure the efficacy of the solution.

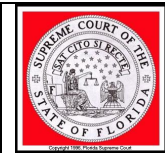
The goal of these guidelines is twofold: first, provide a blueprint for a robust, extensible infrastructure that will support the growth, integration and interoperability of information systems supporting the judicial branch; and secondly, reduce aggregate costs through standards that offer economies of scale.

3.2.1.1 Desktop PC Standards

Desktop Personal Computer ("PC") procurements must be scheduled to meet certain life cycle and performance objectives. Due to increasingly intensive software requirements, a three year life cycle is recommended. The minimum and recommended performance level requirements for desktops currently are listed in Figures 4 and 5. The performance level required will be determined by evaluating system needs, including the number, type and complexity of applications being run; system resources necessary to simultaneously run these applications; and performance metrics requisite for compliance with court standards.

Courtroom/Hearing Room

Video displays: Per the Court Application Processing System ("CAPS") standards, courtroom and hearing room displays shall have sufficient screen size to display multiple electronic documents. The minimum recommended size for a video display is 30". Video display installations should allow for a range of movement and flexible placement so as to prevent obstruction of the judge's view of the courtroom or hearing room. Due to the diverse size, complexity and nature of myriad judicial proceedings, the final determination for size and placement may vary depending on the environment.



Judge’s Chambers

Video display: 22” or greater with capability for dual displays.

Video displays

Video display replacement lifecycles may differ from desktop lifecycles based on functionality and usage requirements. Touch screen displays shall be used where deemed appropriate by the court.

Figure 4. Minimum Desktop Configurations for New Machines

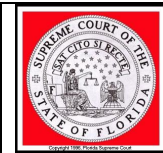
		Details
Hardware	Processor	Dual Core Business Class Intel or AMD (3.4 GHz or greater)
	Memory (RAM)	8 GB or greater
	Storage	500 GB Solid State Drives (“SSD”)
	Video	DirectX 9 or greater capable (WDDM Driver Support recommended)
	Graphics RAM	256 MB or greater, system should be able to accommodate dual displays
	Sound	Audio is required in accordance with planned use of the system
	Ports	HDMI & multiple USB 3.0 ports as required
	Optical	DVD-RW combo drive
	Life Cycle	3 Years
Network Connectivity	Bandwidth	100/1000BaseT Ethernet, wireless as required

3.2.1.2 Laptop Standards

The court’s migration toward a paperless environment and the implementation of electronic warrant applications offers unprecedented access to judicial officers in nontraditional venues and create an increased need for access to electronic court files/forms from secure, mobile devices.

Figure 5. Recommended Laptop Configurations

		Details
Hardware	Processor	Dual Core Business Class Intel or AMD (3 GHz or greater)
	Memory (RAM)	8GB or greater



	Storage	250 GB Solid State Drives (“SSD”)
	Graphics	DirectX 9 or greater Capable (WDDM Driver Support recommended) 256 MB (in addition to RAM)
	Sound	Audio required
	Ports	HDMI or mini-display port & multiple USB 3.0 ports as required
	Optical	DVD-RW drive (internal or external as needed)
	Lifecycle	3 years
Network Connectivity	Bandwidth	Integrated 100/1000 Ethernet LAN (standard)
	Wireless	Internal adapter supporting 802.11 b/g/n/ac

3.2.1.3 Client (Desktop/laptop) Software Standards

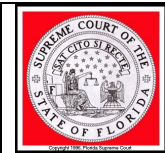
Software requirements for desktops provide a standardized environment for users. This standardization will both simplify and increase the efficiency of the initial software deployment and on-going support for desktops and laptops.

Figure 6. Software Requirements and Standards

Software	Details
Operating System	Windows 7 Professional or higher (OS must be active in the MS Support Life Cycle for patches and updates)
Office Suite	Microsoft Office 2010 or greater or compatible format
HTML Browser	Microsoft Internet Explorer 10 or higher
Other Applications	1) PDF Reader 2) Anti-virus

3.2.1.4 Mobile Devices

This document defines mobile devices for as those that have sufficient computing power for Internet access, email reception, client side applications and interoperability with server side applications. Examples of these mobile personal computing devices include but are not limited to tablets, smart phones, and hybrids. Mobile devices with limited security features should be limited to less sensitive areas of access unless a specialized security measure can be applied that will meet security standards. Mobile device usage must comply with the Criminal Justice Information Services (CJIS) Security Policy under the U.S. Department of Justice, Federal Bureau of Investigation.



3.2.1.5 Recommended Mobile Device Configurations

All mobile devices should exceed minimum standards available at time of purchase.

3.2.1.6 Mobile Device Computing: Any device, anytime, anywhere

Mobile computing technologies increase productivity and flexibility, as well as support continuity of operations in an emergency. Mobile Computing is a rapidly growing segment of court technology; however, with new efficiencies come new security risks: great diligence must be applied to ensure that developing standards for e-filing and data protection factor devices that can access, view, manipulate and store private court information.

Mobile devices generally refer to smartphones and tablet devices that support multiple wireless network connectivity options (primarily cellular and Wi-Fi as well as voice and data applications. This section will focus on the mobile computing, or data element.

Mobile Device Management (MDM)

A key component to successful control and administration of mobile computing is a Mobile Device Management (MDM) Enterprise System that provides security, accessibility and content policies on many popular tablets and smart phones.

MDM products have been developed to mitigate threats to mobile devices by enabling enterprise-controlled device configuration, security policy enforcement, compliance monitoring, and management (e.g., remotely lock and/or wipe a mobile device that has been reported as lost or stolen). MDM solutions typically include an enterprise server(s) component and an application installed on the mobile device to manage device configuration and security and report device status to the MDM.

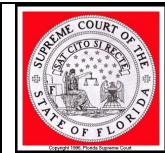
Small Florida court technology budgets juxtaposed against the tremendous popularity of the smartphone and tablet have led to an unprecedented rise in Bring Your Own Device, or BYOD. Standards to exercise control, manage expectations, and define acceptable use policies should be developed and implemented for all such users.

DDNA

Securing mobile devices should focus on the following 4 categories:

- **Device** security: methods to prevent unauthorized device use, such as an MDM.
- **Data** security: protecting data at rest even on lost/stolen device, such as an MDM.
- **Network** security: network protocols and encryption of data in transmission.
- **Application** security: security of the applications, and operating system, such as a Mobile Application Management MAM.

Recommended MDM Requirements



- Enforce passcodes on devices.
- Allow remote location of device.
- Allow remote wiping of device's drive/data.
- Allow remote locking.
- Detect rooted/jailbroken phones, which are more vulnerable to malicious code.
- Inventory of devices.
- Policy compliance.

Mobile Application Management (MAM)

Mobile application management (MAM) allows the court to set up an enterprise application store to deploy approved applications, to enforce application policies, and remotely upgrade or uninstall applications.

To mitigate the threat of malicious or vulnerable mobile applications to mobile devices, the court should use MAM to provision for application whitelisting, or allowing installation of mobile applications from authorized enterprise application stores application blacklisting, which blocks the installation of known vulnerable applications.

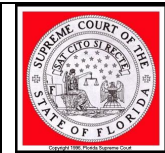
Recommended MAM Requirements

- Allow for the installation of applications from a private site.
- Control the push/pull of updates to devices.
- Allow for the remote installation of applications.
- Allow for the remote wiping of non-standard applications.
- Whitelisting of select applications from public sites.
- Blacklisting of select applications based either on application or site.
- Application Inventory.

Standards for Acceptable Use: Managing Expectations

Until such time as the Florida Court Technology Commission approves a standard policy, each circuit is recommended to develop an acceptable use consent policy that will outline expectations for security, support and data access on a mobile device. It is recommended that each circuit develop a policy for approval by the Chief Judge. This policy should at a minimum address the following areas:

- What is the circuit policy for bring your own device (BYOD) hardware?
- For BYOD devices:
 - What is the data backup policy?
 - What is the extent of policy enforcement versus device support?
 - Security enforcement-when can a device be wiped?
 - Is the user cognizant of rules that constitute the creation of public records?



- What enforcement exists for connectivity to unsecured networks (e.g., public wireless connection)
- Is confidential data storage on the device prohibited?
- For court provided devices:
 - What are acceptable recreational uses for the device (music, photos)?
 - What is the data backup policy?
 - Are secure network connections enforced?
 - What is the acceptable use of data storage on private or public cloud?

Wireless Networking Security

Though both wired and wireless networks are vulnerable to the threat that intruders might snoop out network traffic, or inject rogue traffic, wireless networks are clearly more susceptible to data theft and hijack. Mobile computing poses an inherent risk to data security that must be strictly managed and monitored. Using a VPN tunnel to encrypt mobile access to corporate resources makes for an excellent first line of defense. Additionally, it is important to educate users concerning the dangers of connecting to a wireless network that does not use 256 bit WPA2 encryption.

Users should understand that most public Wi-Fi is not encrypted and is, by its nature, not secure. By utilizing an encrypted VPN connection, the data transmitted between the device and the VPN endpoint are encrypted, even though the Wi-Fi connection itself is not encrypted. If no VPN is in use, then using encrypted protocols (such as HTTPS instead of HTTP) where possible will provide encryption between the device and the remote endpoint.

For internal wireless court/county networks, VLANs or MAC address filtering provide additional controls over secure connectivity.

Bluetooth settings, when not in use, should be turned off.

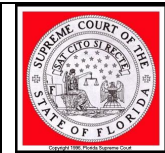
Best Practices for Criminal Justice Information Systems Connections

Only use properly encrypted connections.

Best Practices for Non-CJIS Connections

For wireless connections, only use properly encrypted connections. There is other potential confidential or sensitive data transmitted outside of CJIS systems.

Be aware of Federal Information Processing Standards (FIPS) 71A-1 Subsections 001-023, and the U.S. Department of Justice, Federal Bureau of Investigation, Criminal Justice Information Services Security Policy Sections 4.3, Personally Identifiable Information, and Section 5 regarding securing technology that accesses, stores, transmits, and logs Criminal Justice Information governed by this referenced policy. The most current version of this



policy can be viewed at <http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/>.

3.2.1.7 Servers

Production servers should support both common/shared services as well as organization-specific services. Servers should meet a combination of priorities, including affordability, performance, scalability, space-optimization, and support for the mission-critical applications that will comprise the system.

3.2.1.8 Network Components

Courts Local Area Network (“LAN”)

Considerations/Recommendations

A standard for agency LAN implementations should be established. It is recommended that the standard include the following.

- Naming conventions using Domain Name Service (“DNS”) should be standardized across the courts.
- Ethernet topology (over unshielded twisted pair cabling).
- High-speed copper (“UTP”) to the desktop (CAT5e or better).
 - Utilize BICSI Standards as a guideline for structural wiring.
- Fiber optic cable for interconnections between high-speed concentration areas.
 - Standardized connectors (ST, SC, LC, FC) and type single/multimode.
- Networking equipment should be based on a full-switched TCP/IP network.
 - Backbone should have Layer 3 capability for VLAN/Routing/QoS.
 - Switches should have fiber uplink capability.
 - Switches shall be manageable via IP or other remote protocol.
- Scalable high speed Ethernet/Fiber switches.
- Bandwidth standards and requirements within and among each judicial location are recommended at:
 - Gigabit to servers.
 - Gigabit to workstations.

Use of existing LAN technology at the judicial locations should be evaluated on a location-by-location basis. Where required, the LAN infrastructure should be upgraded to meet the standard.

Any LAN technology dedicated for use by the court should meet the following requirements:

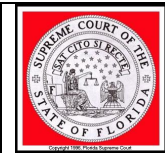
Feature Sets	IP Routing, VRRP, HSRP, STP enhancements, 802.1s/w, IGMP snooping, IEEE 802.3af Power over Ethernet (PoE).
Security	ACL, port security, MAC address notify, AAA, RADIUS/TACAC+, 802.1x, SSH, SNMPv3, IPv6



Advanced QoS	<p>Layer 2–4 QoS with Class of Service (CoS)/Differentiated Services Code Point (DSCP), & Differentiated Services Model (DiffServ) supporting shaped round robin, strict priority queuing.</p> <p>QoS compliant with DiffServ (IETF) standards as defined in RFC 2474, RFC 2475, RFC 2597 and RFC 2598 and DSCP (IETF) standards as defined in RFC 791, 2597 2598, 2474, 3140 4594[MediaNet]. 802.1p, 802.1Q, 802.11e</p> <p>Resource Reservation protocol (RSVP) in RFC 2205.</p>
Management	<p>One IP address and configuration file for entire stack.</p> <p>Embedded web-based cluster management suite to Layer 2/3/4 services easy configuration of network wide intelligent services in local or remote locations automatic stack configuration.</p>
Performance	<p>Distributed Layer 2 and Layer 3 distributed providing <i>wire-speed</i> switching and routing via Gigabit Ethernet and Fast Ethernet configurations</p>
Deployment	<p>Automatic configuration of new units when connected to a stack of switches.</p> <p>Automatic OS version check of new units with ability to load images from master location.</p> <p>Auto-MDIX and Web setup for ease of initial deployment.</p> <p>Dynamic trunk configuration across all switch ports.</p> <p>Link Aggregation Control Protocol (LACP) allows the creation of Ethernet channeling with devices that conform to IEEE 802.3ad.</p> <p>IEEE 802.3z-compliant 1000BASE-SX, 1000BASE-LX/LH, 1000BASE-ZX, 1000BASE-T and CWDM physical interface support through a field-replaceable small form-factor pluggable (SFP) unit.</p> <p>10 gigabit Ethernet IEEE 802.3-2008</p>
Configuration / Survivability	<p>Switches must work standalone and in a stacked configuration.</p> <p>Stack up to 9 units, Separate stacking port.</p> <p>Minimum 32Gbps fault tolerant bidirectional stack interconnection.</p> <p>Master/slave architecture with 1:N master failover .</p> <p>Less than 1 second Layer 2 failover with nonstop forwarding.</p> <p>Less than 3 second Layer 3 failover with no interrupt forwarding.</p> <p>Cross-stack technology, cross-stack QoS</p> <p>Single network instance (IP, SNMP, CLI, STP, VLAN).</p> <p>Minimum of 24 Ethernet 10/100/1000 ports and 2 SFP uplinks with IEEE 802.3af and pre-standard Power over Ethernet (PoE).</p>
Software	<p>Intelligent services: Layer 3 routing support via RIP, OSPF, static IP routing.</p> <p>Dynamic IP unicast routing, smart multicast routing, routed access control lists (ACLs), Hot Standby Router Protocol (HSRP) support and Virtual Router Redundancy Protocol (VRRP).</p>

Courts Wide Area Network (“WAN”)

The WAN infrastructure supporting the courts will use the State network as its primary transport media. Specific WAN hardware and software solutions should be evaluated and customized to handle the additional traffic that may be required from the system. Integration of local county network infrastructure to the State Network will be addressed on a case-by-case basis in compliance with definitions set forth in Florida Statue 29.008(f)(2).



Considerations/Recommendations

- The courts should strive to standardize DNS conventions, Network Address Translation (“NAT”) conventions and TCP/IP conventions (including sub netting) based on RFP standards.
- The current infrastructure supports high-speed switching technology The WAN infrastructure should include the use of TCP/IP for inter-agency communications.
- Where possible the communications infrastructure should provide for coexistence with existing architectures until these architectures are compliant with the standard.
- Multi-protocol WAN bandwidth may have to expand to handle traffic while supporting other emerging applications and business requirements.
- Each courthouse or remote facility should have a high-speed connection back to the State network unless a high-speed network has already been provided by the county. Network speeds for each circuit will vary depending on bandwidth requirements.
- Throughput on the WAN should be benchmarked at key junctures before the system becomes operational, and monitored continually thereafter.
- State-provided bandwidth is a shared resource; accordingly, bandwidth management at the circuit level is strongly recommended.

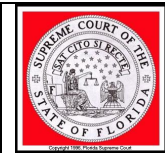
Wireless Technologies

Wi-Fi

In the courts, wireless technologies include point-to-point connectivity and multi-point connectivity (“Wi-Fi”). Point-to-point is utilized to extend a WAN, connecting physically separate networks. Multi-point wireless is used to extend the LAN to wireless users within a limited geographic area. Wi-Fi is beneficial when providing network connectivity for mobile judicial users, as well as fixed-user locations where wired LAN connectivity is unavailable. The following guidelines should be considered when developing a wireless security plan.

General Wireless Guidelines

- Change the default level of product security — out of the box, WLANs implement no security.
- Change the out-of-the-box settings — do not use default or null SSIDs or passwords.
- Implement wireless access points on switched network ports.
- Develop and publish standards and policies for departmental WLANs.
- At a minimum use 128-bit keys or greater Implement MAC address tracking to control network security.
- Monitor access logs or use network-based intrusion detection to detect unauthorized access or attack.
- Highly sensitive networks should use encryption with a minimum of 128 bit, the SSID should not be broadcast, and MAC authentication required.
- Disable WPS (Wi-Fi Protected Setup).



- Must meet current CJIS security standards.

Each circuit should develop a practical and comprehensive wireless solution including a detailed IEEE 802.1x –based security plan.

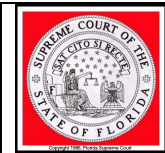
Multi-Point Wireless

Due to the open broadcast nature of wireless networks, each organization should design and publish security standards for their wireless solution. Wireless LAN (“WLAN”) industry uses several standards defined by the IEEE 802.11 classification that addresses both bandwidth and security issues. While cost will vary between technologies, priority for essential elements such as security through encryption and authentication is strongly recommended. Restricting the area of coverage for wireless access points should also be considered; covering only the areas within the physically controlled area reduces the accessibility by unauthorized users.

The following general guidelines should be considered when developing a wireless security plan and implementing WLAN. Given the ongoing evolution of wireless standards, any guidelines and metrics should be reviewed during the planning stages of any multi-point wireless project.

Multi-Point Wireless Guidelines

- Develop and publish standards and policies for departmental WLANs, including acceptable use and levels of service for multiple user types (if applicable).
- Perform site surveys for wireless coverage, planning ahead for access point locations to address LAN and power requirements.
- Implement wireless access points on switched network ports.
- Address security on two levels: encryption and authentication.
- The newest security standard is 802.11-2007 (sometimes referred to as WPA2), incorporating authentication by 802.1x standard. 802.1x supports authentication server or database service including Remote Authentication Dial-In User Service (RADIUS), LDAP, and Windows domain, and Active Directory. Encryption in 802.11-2007 is strong AES.
- WPA (Wi-Fi Protected Access) will be used as the minimum.
- Change the “out-of-the-box” settings — do not use default or null SSIDs or passwords. At a minimum, activate the default level of product security.
- Set access point SSID broadcasting to “OFF”.
- Consider implementing VPN with strong encryption for the wireless networks. Place access points outside of the firewall. Use VPN for connectivity to the intranet.
- Implement MAC address authentication and tracking to control network security. Utilize monitoring software to limit network access based on user’s physical location and IP address, granting or denying access to services as needed.



- Implement additional authentication if supported by the vendor (RADIUS, LDAP, etc.).
- Monitor access logs or use network-based intrusion detection to detect unauthorized access or attacks.
- All publicly accessible Wi-Fi must be outside the court's internal network.

Point-to-Point Wireless

When implementing a wireless solution to connect remote locations, the following items need to be considered:

Point-to-Point Wireless Guidelines

- **Bandwidth / Network Requirements:** Video Conferencing, Digital Court Recording (“DCR”) Monitoring, VoIP, data volume, and latency.
- **Distance / Path:** Line of sight is required.
- **Tower Locations and Access.**
- **Security**
Physical security: – Tower location and equipment need to be secure.
Network security:
- **Availability:** –Uptime percentage of 99.98 or better is recommended.
- **Management:** Utilities should be Simple Network Management Protocol (“SNMP”) compliant.
- **Warranty and Maintenance:** Equipment, tower climbing and maintenance should be included.

Each circuit should develop a practical and comprehensive wireless solution including a detailed IEEE 802.1x –based security plan.

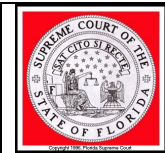
Licensed bandwidth has oversight by the Federal Communications Commission (“FCC”), and must adhere to FCC rules and regulations. Licensed bandwidth guarantees frequency ranges that are assigned to the associated license, preventing interference with other frequencies. Unlicensed bandwidth is not under FCC oversight, and carries the risk of interference from competing wireless locations. Any interference issues must be negotiated on a case-by-case basis.

3.2.2 Security Standards

Information Security encompasses many technical and non-technical areas. This section describes the comprehensive high-level technical security architecture strategy that should be addressed when defining Information Security requirements.

Information Security Standards are organized in four categories:

- Device Control
- Personnel Control



- Network Control
- Physical Security

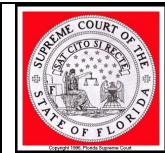
These standards address the overarching Information Security needs and provide a framework for developing compliant Information Security Standards and Policies. Security Standards shall comply with CJIS Security Policy under the U.S. Department of Justice, Federal Bureau of Investigation where applicable.

Device Control

- **Access Rights and Privileges:** Computer-resident sensitive information shall be protected from unauthorized use, modification, or deletion by the implementation of access control rights and privileges.
- **Anti-Virus Protection:** Platforms that are susceptible to malicious code shall be equipped with adequate software protection when such protection is available.
- **Authentication of Desktop Users:** Desktop access shall be secured and authenticated using adequate security techniques.
- **Backup Policy:** Data storage devices shall undergo sufficient periodic backup to protect against loss of information.
- **Business Continuity & Disaster Recovery:** Formal business continuity and disaster recovery plan(s) shall be documented and implemented in accordance with applicable Florida State Courts policy and administrative rules.
- **Transmission of Sensitive Data:** Sensitive data (security management information, transaction data, passwords and cryptographic keys) shall be exchanged over trusted paths using adequate encryption between users, between users and systems, or between systems.
- **E-mail Anti-Virus Protection:** Proactive installation and management of software/hardware to safeguard against the injection of malware, viruses or other code via email or email attachments is required.
- **Platform Level Administration (Local):** Local access to system console functions shall be restricted to appropriately authorized personnel.
- **Platform Level Administration (Remote):** Remote access shall be secured via adequate authentication and restricted to appropriately authorized personnel.
- **System Administration Privileges:** System administration privileges shall be locally granted only to appropriately authorized personnel.

Personnel Control

- **Acceptable Use Policy:** Policies addressing the acceptable use of information



technology shall be documented.

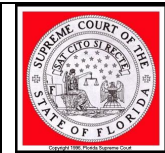
- **Acceptable Use Training:** All employees shall undergo training, briefings, and orientation as deemed necessary by the circuit to support compliance with all elements of established acceptable use and applicable information security policies and guidelines.
- **Remote Access Policy:** Where applicable each circuit will maintain a written remote access policy.
- **Sensitive and Exempt Data Handling:** All employees with access to sensitive or exempt data shall be trained to handle the data in compliance with relevant guidelines. The Florida Department of Law Enforcement (“FDLE”) establishes Criminal Justice Information System (“CJIS”) guidelines governing the access by any workstations FCIC/NCIC data directly or through the Judicial Inquiry System (“JIS”).
- **Incident Response – Incident Response (“IR”)** procedures shall be developed and maintained. IR procedures will guide appropriate steps to take in response to breaches in devices, networks, or physical security.

Network Control

- **Network:** Network security encompasses preventing unauthorized access to the LAN and WAN that will be used to access judicial services.
- **Device Resistance:** All critical devices within the perimeter network shall be resistant to attack by known threats for which there are available defenses.
- **Network Audit Logs:** Network audit logs shall provide sufficient data to support error correction, security breach recovery, and investigation. Network audit logs should be retained for a minimum of three months.
- **Remote Access:** All remote access methods providing access to critical systems shall be identified and inventoried. Remote access to the court’s network and resources will only be permitted providing that authorized users are authenticated, data is encrypted across the network, and privileges are restricted. Remote access logs should be recorded for a minimum of three months. A centralized point of access is preferred.
- **Wireless Network Security and Management:** All wireless networks and devices shall be locally authorized by each circuit and have adequate security configurations.

Physical Control

- **Physical Security Policy:** Physical security policies shall adequately address information technology infrastructure.



3.2.3 System Management Tools

A comprehensive set of management tools will be required to support an integrated information system environment. The system architecture and its components should support centralized monitoring and control. Characteristics of system management include:

- An application to provide complete systems and network management throughout the enterprise environments, preferably including Active Directory (“AD”) monitoring, Structured Query Language (“SQL”) (or equivalent) database monitoring, and detailed and flexible reporting.
- Network management applications that are deployed and integrated to support network management requirements, including hub, switch and router management.
- SNMP compliant hardware; when in a Windows environment, Windows Management Instrumentation (“WMI”) compliance is required.
- These tools that have the ability to monitor across VLANs, WANs, and disparate network architectures, including wireless networks.
- Either IPv4/IPv6 protocols.
- Tools should contain the ability to monitor, report, and block offending IP addresses or infected network segments.
- Network Quality of Service (“QoS”) management utilities.
- Preference for SSH or SSL over telnet or html for network management tools.
- Traffic monitoring systems that utilize a learning mechanism establishing initial baselines that are time corrected and display anomalous traffic with reasonable swiftness. Rules based equipment should allow for frequent base table updating.
- Desktop management tools deployed and integrated to support workstations, software distribution, desktop inventory control and asset tracking of desktop configurations and installed software (“metering”). Ghost or equivalent imaging software, patch management (such as Windows Server Update Services (“WSUS”)), and detailed, flexible reporting mechanisms.

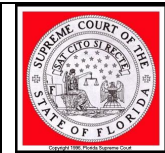
Server Management tools should contain the following capabilities:

- SNMP-compliance.
- Ability to monitor server health, including disk, memory, process utilization, and when possible, power consumption.
- Lightweight Directory Access Protocol (“LDAP”) support when possible.

Change Control applications should be utilized to help coordinate the activities (such as software code changes, testing and verification of the changes, and related documentation changes) that need to be performed by various organizations.

When evaluating system management tools, administrators should consider the following criteria:

- For flexibility, site or enterprise licensing is preferred.
- “Agent-less” tools are not required, but may be preferred.
- Robust reporting/metrics functionality is preferred and strongly recommended.



- Email/text alerts for virus monitoring should be available for all systems.
- Remote management of network, desktops, and servers, provided software meets the established security standards, is preferred.

A health report should be periodically generated, and contain the following information when possible:

- SNMP trap information.
- Login reports for both successful and failed attempts (wireless, RADIUS, VPN, etc.).
- Switch/router/hub change logs.
- Wireless connections.
- Server health (average CPU load, RAM and disk utilization, etc.).
- Active Directory additions/deletions/changes.
- Restricted traffic attempts and perceived network anomalies.

3.2.4 Audio and Video Teleconferencing

The following is a list of recommended guidelines that will serve as a baseline for video conferencing definition.

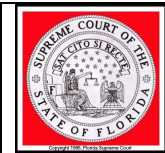
Digital Audio and Video Conferencing Standards

- Must use the TCP/IP network protocol.
- Separate VLAN for video.
- Standard Definition speed: 384K.
- High Definition speed: 768K.
- Duplex: Full (512 Units = Half).
- Network speed: 100Mbps (502 Units = 10Mbps).
- Switch and codec: hard-coded speed/duplex.
- Video communications must support the H.264 SIP multimedia standards.
- Audio conferencing must support G.711 audio compression.
- Low Resolution: Based on communications availability. H.323 standard should use a minimum of 256Kbps bandwidth per concurrent video session.
- High Resolution: Minimum of 786kb bandwidth per concurrent video session.
- QoS tag: DSCP AF41.
- Ports: 1719, 1720, 3230-3253 TCP/UDP.

Any endpoint or Multi-Point Conference Unit (“MCU”) traversing the Internet should be considered “best effort”, given the circuit’s inability to manage all aspects of the connection, signal quality and clarity.

3.2.5 Court Reporting Technologies

Court Reporting Standards shall comply with CJIS Security Policy under the U.S. Department of Justice, Federal Bureau of Investigation when applicable.



Reference

Technical and Functional Standards for Digital Court Recording (last updated February 2015).

3.2.6 Technical Support

Skill sets needed to achieve technology objectives and provide support and maintenance should be defined.

On call is required to support 24/7 operations.

User Support Ratio

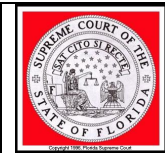
Minimum service level expectation in the court environment is to provide initial service within the same day or less as when the call for assistance was received, depending on the criticality of the environment (e.g., a case manager's printer error can be responded to the same day, but a network outage impacting first appearance or shelter hearings must be responded to more quickly).

Specialized technical services may require dedicated support staff depending on the environment. Specialized services may include:

- Network
- Security
- Audio Video
- ADA
- Communications
 - Data
 - Voice
- Training
- Web
 - Internet
 - Intranet
- Application Development

Other Considerations: Geographic distribution of serviced sites will impact service levels. Multi-county or large county circuits must factor travel time into service level expectations. Additional staff may be required to meet service level requirements.

Funding for on-going training must be included with staff in order to maintain skill sets required to support the environment.



3.2.7 Courtroom Technology Standards

3.2.7.1 Courtroom – Hearing Room Technology Minimum Requirements

For criminal proceedings, courtrooms and hearing rooms need to have the infrastructure in place to deliver information and services to the courtroom. Information is vital whether it is information on a computer screen, a juror’s ability to hear the witness, or the ability to setup evidence presentation tools. For Civil proceedings, equipment may be used if available; otherwise attorneys are responsible for providing equipment needed for evidence presentation.

Post a disclaimer on the circuit’s website concerning the provided technology is recommended. An example is listed below:

Courtroom technology is provided as a courtesy to the legal profession and court participants. While the court will make every effort to ensure the equipment is working properly, the court does not guarantee the reliability or availability of the equipment. It is presumed that anyone using courtroom technology is properly trained to do so. The court is not responsible to provide educational or technical support for these services. By using this technology, the user agrees to hold the court harmless for any equipment failure or corruption of data, for any court related proceeding, and to not seek to delay/reschedule of court proceedings due to same. Finally, users agree to be prepared to proceed without using technology should the circumstances warrant such action.

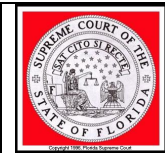
Infrastructure

When building new courtrooms, plans shall include conduit and cable paths to support existing and future technology. Raised flooring is recommended for courtrooms to allow for easy access. Floor boxes can be used to support future expansion. If using floor boxes, industry standard termination must be accommodated into the design of the floor boxes and the wiring practices. See Figure 7 for a typical courtroom design.

Courtroom Technology shall include the following

- Sound Reinforcement System / ADA Compliant hardware. Microphone locations should be discussed with Chief Judge to determine if hanging microphones, table top microphones, or if both types are needed in the courtrooms.
- ADA Assisted Listening Devices.
- Video display(s).
- 1 pan/tilt/zoom camera (minimum).
- Digital Court Recording (when applicable).
- LAN access for Judge and Clerk.

Recommended Optional Integrated Equipment



- Touch panel audio/visual control pad.
- Sidebar microphones (not amplified, but only available to DCR and/or Court Reporters).
- Video displays/Intelligent displays (capable of supporting different multi-media sources).
- Touch screen video displays (witness stand for evidence presentation).
- 4 pan/tilt/zoom cameras (suggested camera options: judge, witness, courtroom, and evidence/jury). The evidence camera should be mounted in the ceiling at a location that allows evidence to be placed underneath for presentation.
- Network access / Wi-Fi for participants.
- Remote interpreting A/V equipment.
- Video conferencing.
- Teleconferencing.
- VHS / DVD Player.
- Analog stereo audio, composite video, S-video, VGA, S/PDIF, component, and HDMI inputs and/or wireless media display devices (examples: Crestron Air Media, Apple TV), display port, and other industry standard connections.
- Media plate.
- Remote technical support and control.
- White noise cancellation for side bar conferences.
- Where needed, the microphones should be configured to work with the DCR.

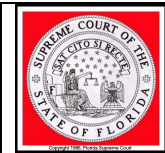
Hearing Rooms/Chambers

While sounds systems may not be needed in all hearing room types, other equipment is essential. These rooms shall include the following:

- ADA assisted listening devices.
- Video display(s).
- 1 pan/tilt/zoom camera.
- DCR (pre-wired if possible).
- LAN access for judge and clerk.

Recommended Optional Hearing Room/Chamber Equipment

- Network access / Wi-Fi for participants.
- Remote interpreting A/V equipment.
- 1 pan/tilt/zoom camera.
- Video Conferencing.
- Teleconferencing.
- VHS / DVD player.
- Analog stereo audio, composite video, S-video, VGA, S/PDIF, component, and HDMI inputs and/or wireless media display devices (examples: Crestron Air Media,



Apple TV), display port, and other industry standard connections. These inputs can be installed in a floor box or wall plate.

- Remote technical support and control.

Optional Mobile Technology

If funding is unavailable for integrated courtroom technology solutions, mobile systems are recommended instead. Evidence presentation systems should be able to display a wide range of types/format/sizes of physical and digital evidence used in today's courtrooms. An evidence presentation system should include (but not be limited to) the following support components:

- **Display**

Mobile display (TV/LCD screen) or projector:

A mobile display is recommended only for smaller settings and should support multiple resolutions with sufficient lumens.

A projector should support multiple resolutions with sufficient lumens for viewing in ambient light (will vary based upon projected image size) + projector screen.

System should provide audio/video outputs compatible with courtroom's integrated video displays/audio/DCR system (if applicable).

- **Cables**

Audio/video presentation systems should support prevailing audio/video transmission cable standards such as: analog stereo audio, composite video, S-video, VGA, S/PDIF, Component, and HDMI.

- **Physical Media**

Audio/video presentation systems should support prevailing physical media standards such as: CD (R/RW), DVD (+-R/RW), VHS tape, USB storage device (flash or HD), CompactFlash, SD/Smartmedia, Memory Stick, Blu-ray, and cell phone connectivity.

- **Digital Audio/Video Standards**

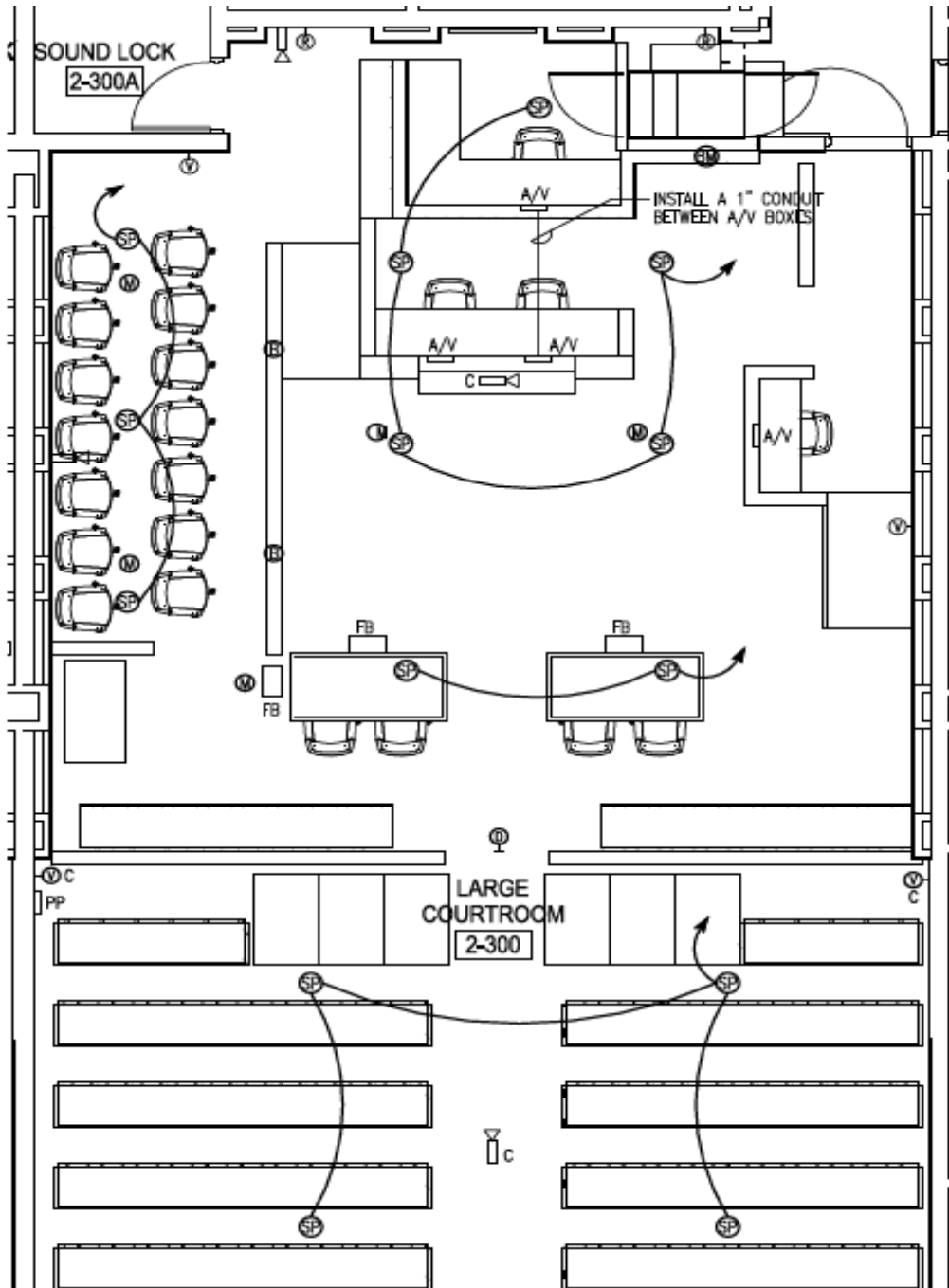
Audio/video presentation systems should support prevailing digital audio/video standards such as: Audio CD, DVD, VCD, SVCD, WMV, Quicktime, Mpeg4, MP3, and OGG.

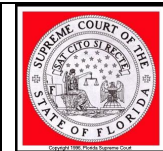
- **Overhead Projector**

- **Document Camera**



Figure 7. Courtroom Drawing



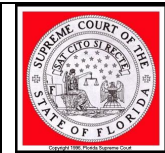


AV INFRASTRUCTURE LEGEND:

- PP** PRESS PLATE LOCATION; CONTRACTOR SHALL INSTALL A 8"x8"x3" DEEP JUNCTION BOX FLUSH IN WALL AT 18" AFF. INSTALL TWO 2" CONDUIT FROM THE PLATE TO THE CABLE TRAY ON THE 1ST LEVEL.
- FB** FLOOR BOX/POCKET; INSTALL AN ACE BACKSTAGE 124SL FLOOR POCKET OR APPROVED EQUAL. THE FLOOR POCKET SHALL BE ABLE TO CONTAIN A MINIMUM OF 4 A/V GANGS, 1 DUPLEX RECEPTACLE, 2 RJ-45 CONNECTORS, AND TWO SPARE SINGLE GANG PLATES. EACH POCKET SHALL HAVE TWO 2" CONDUITS FOR FUTURE A/V CABLING AND ONE 1" CONDUIT SPARE. THESE CONDUITS SHALL BE INSTALLED TO THE CABLE TRAY ON THE 1ST LEVEL. A SEPARATE CONDUIT SHALL BE INSTALLED FOR THE DUPLEX RECEPTACLE AND A SEPARATE CONDUIT FOR THE RJ-45 CONNECTIONS. REFER TO THE TELECOM AND POWER PLANS FOR INFORMATION ON THESE SYSTEMS.
- SP** CEILING SPEAKER LOCATION; LOCATION IS APPROXIMATE AND SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO ROUGHING IN; A JUNCTION BOX SHALL BE INSTALLED AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE SPEAKER TO THE OTHER SPEAKERS ON THE SAME ZONE. THE HOMERUN CONDUIT FOR EACH ZONE SHALL BE INSTALLED TO THE CABLE TRAY ON THE 1ST LEVEL.
- M** CEILING HANGING MICROPHONE LOCATION; LOCATION IS APPROXIMATE AND SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO ROUGHING IN; A JUNCTION BOX SHALL BE INSTALLED AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE MICROPHONE TO THE CABLE TRAY ON THE 1ST LEVEL.
- B** BUTTON MICROPHONE LOCATION; LOCATION IN CASEWORK IS APPROXIMATE AND SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO ROUGHING IN; A STUB UP 3/4" CONDUIT SHALL BE INSTALLED IN THE CASEWORK. THE CONDUIT SHALL BE ROUTED TO THE CABLE TRAY ON THE 1ST LEVEL.
- BM** SIDEBAR BUTTON MICROPHONE LOCATION; LOCATION IN CASEWORK IS APPROXIMATE AND SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO ROUGHING IN; A STUB UP 3/4" CONDUIT SHALL BE INSTALLED IN THE CASEWORK. THE CONDUIT SHALL BE ROUTED TO THE CABLE TRAY ON THE 1ST LEVEL.
- A/V** A/V PLATE LOCATION; INSTALL A 12" WIDE x 6" TALL x 3" DEEP JUNCTION BOX FLUSH IN CASEWORK. JUNCTION BOX SHALL BE LOCATED 18" ABOVE THE BOTTOM OF THE CASEWORK. INSTALL TWO 2" CONDUITS AND ONE 1" CONDUIT FROM THE JUNCTION BOX TO THE CABLE TRAY ON THE 1ST LEVEL.
- A** A/V CAMERA LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE WALL AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE JUNCTION BOX TO THE CABLE TRAY ON THE 1ST LEVEL. MOUNTING HEIGHT SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO INSTALL.
- A** A/V CAMERA LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE CEILING AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE JUNCTION BOX TO THE CABLE TRAY ON THE 1ST LEVEL. MOUNTING HEIGHT SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO INSTALL.
- V** TV LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE WALL AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE JUNCTION BOX TO THE CABLE TRAY ON THE 1ST LEVEL. MOUNTING HEIGHT SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO INSTALL.
- V** TV LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE CEILING AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE JUNCTION BOX TO THE CABLE TRAY ON THE 1ST LEVEL. EXACT LOCATION SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO INSTALL.
- D** DCR LIGHT LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE WALL 12" ABOVE THE BOTTOM. INSTALL A 3/4" CONDUIT TO THE CABLE TRAY ON THE 1ST LEVEL.
- R** HEARING IMPAIRED IR LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE WALL AT A HEIGHT TO BE DETERMINED BY THE A/V CONTRACTOR. INSTALL A 1" CONDUIT TO THE CABLE TRAY.

3.3 Requirements for Interoperability and Data Exchange Standards

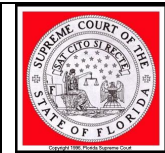
New applications being developed should have web based capabilities for records viewing. Any enhancements or upgrades to existing applications must include support for access through a web



browser for viewing of records. To the extent possible, access to add, change, and delete information should migrate toward web based interfaces. Scanning systems and other applications that directly interface with peripherals are more difficult to move to web based applications, but it is possible.

The technical standards listed below have been developed across all industry sectors and have the joint backing of many software development companies (e.g., Microsoft, Oracle, Sybase, IBM) that have recognized that information exchange and the resulting gains in productivity and efficiency are critical strategic goals of improved system performance.

- Software applications must support the following standards when applicable:
 - Presentation (for Web-based Applications)
 - Standards compliant XHTML 1.0/HTML 4.01 and later.
 - Standards compliant Cascading Style Sheets 2.1 and later.
 - Security - use industry-proven algorithms, techniques, platform-supplied infrastructure, and vendor-tested and supported technologies.
 - Application
 - Service Oriented Architecture (“SOA”) should be applied to applications.
 - Development processes such as Model-View-Controller (“MVC”).
 - The presentation layer should access information via a web service.
 - Where possible, code should be executed on the server (server-side code), not the client.
 - eXtensible Markup Language (“XML”).
 - Simple Object Access Protocol (“SOAP”).
 - Web Services and/or Representational State Transfer (“REST”) web services.
 - JSON (“Java Script Object Notation”).
 - American National Standards Institute Structured Query Language (“ANSI SQL”).
 - W3C ADA/508 compliance.
 - Open Database Connectivity (“ODBC”), Java Database Connectivity (“JDBC”), OLEDB, Database Native Clients.
 - Remote Procedure Call (“RPC”).
 - Security should use industry-proven algorithms, techniques, platform-supplied infrastructure, and vendor-tested and supported technologies. Application should handle errors at each layer and should be converted into a user readable language while displaying on the presentation tier. No sensitive security information (including the component name) should be presented on the user interface.
 - Storage
 - American National Standards Institute Structured Query Language (ANSI SQL).
 - Security should use industry-proven algorithms, techniques, platform-supplied infrastructure, and vendor-tested and supported technologies.



3.3.1 Data Transmission

Protocols for transmission, between distinct entities, of data governed by this document must be generally available, nonproprietary, and protected by the most secure methods reasonably available to all participants. Each repository of data shall provide its data in accordance with this document, the Data Exchange Standards, and such other standards as may be adopted under the authority of the Supreme Court.

3.3.2 Database Standards

Database connectivity to some databases may not be possible due to driver/network restrictions at the location. Each participating agency/entity should collaboratively develop a plan governing the connection to, accessing, and formatting the data maintained in the particular database source. These databases should:

- Be relational.
- Use ANSI SQL.
- Package ODBC and/or JDBC drivers with the database platform.
- Be secure - using industry-proven algorithms, techniques, platform-supplied infrastructure, and vendor-tested and supported technologies.
- Be backed up and have transaction logs running for recovery to point in time failures.
- Have a tested recovery plan.

3.3.3 Database Connectivity

A detailed system architecture should be defined that will meet the business requirements of judicial applications. The system architecture should describe the structure and organization of the information systems supporting specific circuit/county/judicial location functions, and provide the technical system specifications based on the functional requirements. It should describe the complete set of system and network infrastructure components that are installed or planned for installation. It should also include an approach to information sharing (database connectivity) and workflow coordination between business functions, external sources, and users of business information. Also, the architecture should define recommended drivers/middleware once the database and application development software for the system are finalized.

The communication technologies (database drivers) needed to allow transmittal and sharing of access to and utilization of information for various databases in the circuits may include:

- Open Database Connectivity (“ODBC”).
- Object Linking and Embedding (“OLE DB”).
- Java Database Connectivity (“JDBC”).
- Database Native Drivers

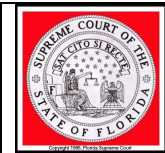
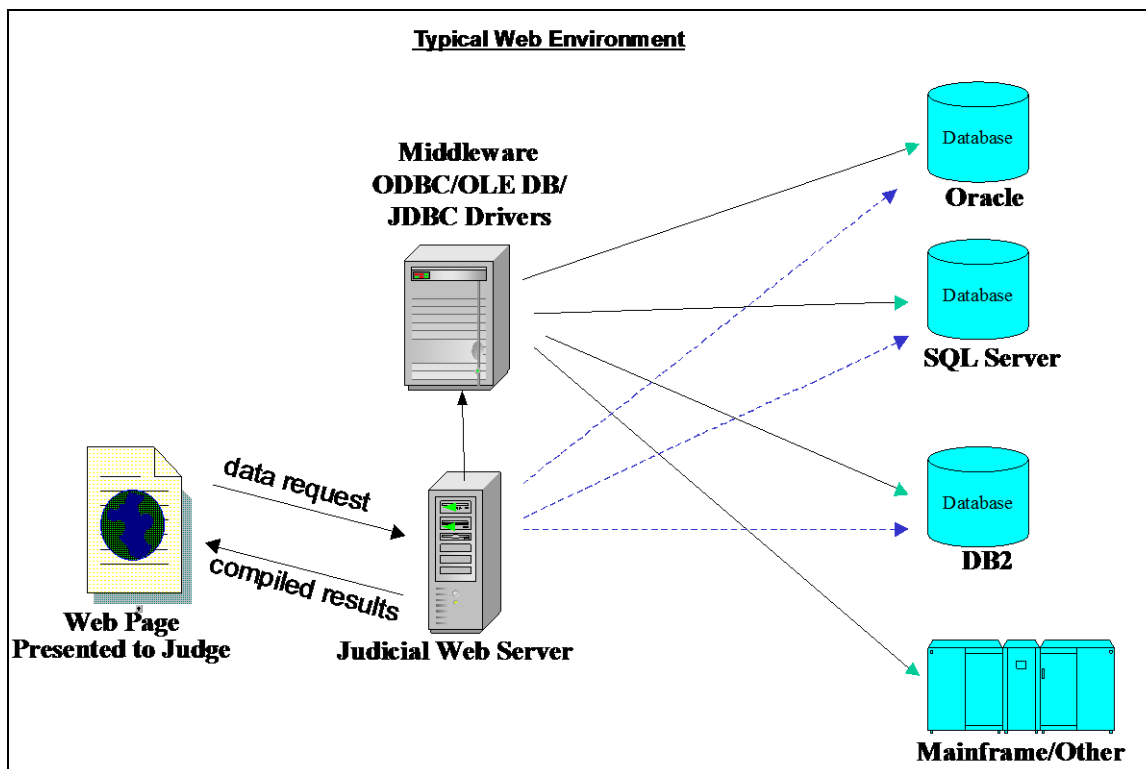


Figure 8. Conceptual Data Exchange Environment



3.3.4 Archival Storage of Electronic Documents

Electronic document image systems must accommodate the need to archive electronic images in a manner that will guarantee high fidelity rendering of that image in the present system as well as future systems and their storage format changes. Archival storage requirements of electronic media may range for 1 to 10 years, and each system must consider and address the challenges of delivering images seamlessly, without loss of fidelity, as changes occur over time. Archival storage formats used must be able to meet long term rendering requirements as well as have a method to meet ADA requirements/accommodations. An industry standard specifically developed for long term archival purposes is PDF/A. Where possible PDF/A is strongly encouraged. Other archival formats may also be used as long as they meet the fidelity and ADA requirements.

To address these issues, the PDF/A document format was created by the Association for Suppliers of Printing, Publishing and Converting Technologies and the Association for Information and

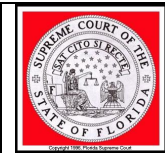


Image Management, and ratified by the International Standards Organization as standard ISO 19005. PDF/A is a restricted version of the popular PDF file format that helps ensure long-term retrieval.

Numerous agencies and institutions, including the U.S. Federal Court, are adopting PDF/A as their primary method of electronic document storage. A current listing is available at <http://www.pdfa.org/2011/06/recommendations-for-pdf/a/>

3.3.5 Access to Court Data and Documents

The clerk shall provide access to local data and local document images to the court. Access to data and document images can be accomplished directly via the local document image store, a real time replica of same, or a local web service. The chief judge of the circuit and the clerk of court of the respective county shall determine the development and maintenance specifications necessary to provide the requested data and document images. Costs associated with hardware, software, or creating the replicated database and maintenance specifications and the responsibility for payment of such costs shall be determined upon mutual agreement by the chief judge and the clerk.

3.4 Cloud Computing

There are unique opportunities and challenges with the advent of Cloud Computing. Cloud services are evolving at a fast pace that go beyond file storage.

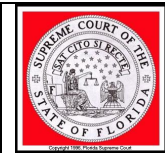
3.4.1 Approval Process

Due to the changing nature of cloud computing in the areas of storage and service offerings, moving the cloud can be beneficial financially, but also carries many risks. Therefore, the Chief Judge shall be informed of benefits and potential risks, and give approval before court records or court services are moved to a cloud service provider. Where applicable, cloud services must conform to CJIS standards.

Before court records/services are moved to a cloud service provider, the court or clerk of court shall provide a letter and migration plan to the Florida Courts Technology Commission ("FCTC") detailing the intended move, along with signature confirmation that the chief judge has reviewed and approved the migration.

3.4.2 Risks

- One of the major risks with cloud computing involves the accessibility of data/services upon termination of the hosting agreement due to formatting or proprietary storage protocols implemented by the vendor. Care should be given to ensure the data is returned in the same format in which it was migrated. Security and integrity of the court data may be at risk when



a contracted cloud service provider, who is also responsible for data security, is storing the data outside the monitoring capability of court/clerk staff. Care must be taken to ensure the security and integrity of court data and services. Security audits and reviews should be conducted. Security breaches should be properly and immediately reported. In all instances, the data will remain the property of the applicable jurisdiction within the State of Florida.

- Because SLAs can change often and with short notice, it is important that a plan be in place to monitor and audit the impact that such changes to agreements could have, and mitigate their impact.

3.4.3 Storage Restrictions

The location of cloud data storage is restricted based on the classifications below.

- Classification 1: Judicial Branch Records as defined in Florida Rules of Judicial Administration 2.420(b)(1):
 - Court Records
 - Administrative Records
- Classification 2: Logs (e.g., temporary files such as computer activity logs, scheduling polls that are short term files).

Data in classification 1 must reside within the United States, with the master copy as that term is defined by Florida law residing within the State of Florida. This will ensure jurisdiction remains within Florida. Data in classification 1 shall be encrypted, both in transit and at rest.

Data in classification 2 may be stored outside the United States, but the data must be stored in such a way as to facilitate copying of the data or a portion thereof in an amount of time similar to the amount of time such duplication would take if the data were stored within the State of Florida. The data must be available for such duplication for a time period at least as long as the applicable records retention period provided by Florida law.

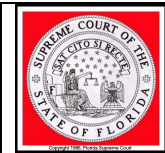
3.4.4 Best Practices

Best practices related to the security and integrity of data stored in the cloud should be followed either by practice (as identified in proposed cloud migration plans) or by contractual agreement. These include, but are not limited to:

- Encryption may be required for some types of email at rest and in route.
- Data encryption should be considered for storage of sensitive data on the cloud.
- Any agreement should include a clause prohibiting the use of court data for advertising or marketing, or any other use without the express written consent of the governing jurisdiction.
- Any agreement should include a clause requiring law enforcement to work through the custodian of the record when requesting access to records rather than direct access.

3.4.5 Resources

- [ISO 27018:2014 Compliant Cloud data privacy](#)



- Security
 - [Cloud Security Alliance: Cloud Control Matrix](#)
 - [PCI Security Standards](#)
 - [ISO/IEC 27001:2013](#)
 - [ISO/IEC 27002:2013](#)
- Justice Partner Compliance
 - [Criminal Justice Information Services \(CJIS\) compliance](#)
 - Compliance with Justice Partner standards for current & future integrations
- [Industry-verified conformity with global standards](#)

Appendix J – Functional
Requirements Document for
Court Application Processing
System

Court Application Processing System (CAPS) Implementation Matrix

Circuit	County	CAPS System	CAPS System Deployed	Judges able to e-sign/e-file orders in CAPS system via Portal	Clerks CMS System
		Civil/Criminal	Civil/Criminal	Civil/Criminal	Civil/Criminal
1	Escambia	Mentis	Yes	Yes	Benchmark
	Okaloosa	Mentis	Yes	Yes	Benchmark
	Santa Rosa	Mentis	Yes	Yes	Clericus
	Walton	Mentis	Yes	Yes	Clericus
2	Franklin	Mentis	Yes	Yes	Clericus
	Gadsden	Mentis	Yes	No	CDS
	Jefferson	Mentis	Yes	Yes	Clericus
	Leon	Mentis	Yes	Yes	Benchmark
	Liberty	Mentis	Yes	Yes	Clericus
	Wakulla	Mentis	Yes	Yes	Clericus
3	Columbia	ICMS	Yes	Yes	Clericus
	Dixie	ICMS	Yes	Yes	Clericus
	Hamilton	ICMS	Yes	Yes	Clericus
	Lafayette	ICMS	Yes	Yes	Clericus
	Madison	ICMS	Yes	Yes	Clericus
	Suwannee	ICMS	Yes	Yes	Clericus
	Taylor	Mentis/ICMS	Yes	TBD/Yes	CDS/Clericus
4	Clay	ICMS	December 2017	No	Odyssey
	Duval	ICMS	September 2017	No	Showcase
	Nassau	ICMS	Yes	Yes	Clericus
5	Citrus	Mentis	Yes	Yes	Benchmark
	Hernando	Mentis	Yes	Yes	Clericus
	Lake	Mentis	Yes	No	Showcase
	Marion	Mentis	Yes	Yes	Clericus
	Sumter	Mentis	Yes	Yes	Clericus
6	Pasco	JAWS	October 2017/TBD	No	Clericus
	Pinellas	JAWS	Yes/TBD	No	Odyssey
7	Flagler	Pioneer	Yes	Yes*	Benchmark
	Putnam	Pioneer	Yes	Yes*	Clericus
	St. Johns	Pioneer	Yes	Yes*	Benchmark
	Volusia	Pioneer	Yes	Yes*	In-House
8	Alachua	ICMS	Yes	Yes	Courtview
	Baker	ICMS	Yes	Yes	Clericus
	Bradford	ICMS	Yes	Yes	Clericus
	Gilchrist	ICMS	Yes	Yes	Clericus
	Levy	ICMS	Yes	Yes	Benchmark
	Union	ICMS	Yes	Yes	Clericus

Circuit	County	CAPS System	CAPS System Deployed	Judges able to e-sign/e-file orders in CAPS system via Portal	Clerks CMS System
		Civil/Criminal	Civil/Criminal	Civil/Criminal	Civil/Criminal
9	Orange	Mentis	Yes	Yes	Odyssey
	Osceola	Mentis	Yes	Yes	Benchmark
10	Hardee	ICMS	Yes	No	Clericus
	Highlands	ICMS	Yes	No	Clericus
	Polk	ICMS	Yes	No	New Vision
11	Miami-Dade	Mentis	Partial/TBD	No	Odyssey/CJIS
12	Desoto	Mentis	Yes	E-sign only	Clericus
	Manatee	Mentis	Yes	E-sign only	Clericus
	Sarasota	Pioneer	Yes	No	Benchmark
13	Hillsborough	JAWS	Yes	Yes*	Odyssey
14	Bay	ICMS	Yes	No	Benchmark
	Calhoun	ICMS	Yes	No	Clericus
	Gulf	ICMS	Yes	No	Clericus
	Holmes	ICMS	Yes	No	Clericus
	Jackson	ICMS	Yes	No	Clericus
	Washington	ICMS	Yes	No	Clericus
15	Palm Beach	In-House	Yes	Yes	Showcase
16	Monroe	JAWS	September 2017	No	Odyssey
17	Broward	In-House	Yes	Yes	Odyssey
18	Brevard	ICMS	Yes	Yes/No	FACTS
	Seminole	In-House	Implemented	E-sign only*	In-House
19	Indian River	Mentis	Yes	Yes	Benchmark
	Martin	Mentis	Yes	Yes	Clericus
	Okeechobee	Mentis	Yes	Yes	Clericus
	St. Lucie	Mentis	Yes	Yes	Benchmark
20	Charlotte	Mentis	Yes	No	Benchmark
	Collier	Mentis	Yes	No	Showcase
	Glades	Mentis	Yes	No	Clericus
	Hendry	Mentis	Yes	No	Clericus
	Lee	Mentis	Yes	No	Odyssey

Circuits transitioning CAPS System to ICMS in FY 17/18

In-House system not CAPS compliant - No certification demo scheduled at this time

Note: Implementation dates are subject to change due to available funding bypasses Portal

Appendix K – Florida Supreme
Court Standards for Electronic
Access to the Courts

Florida Supreme Court Standards for Electronic Access to the Courts

Adopted June 2009

Adopted modifications November 2016

Version 17.0

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1.0. PORTAL TECHNOLOGY STANDARDS

The Florida Court's E-Filing Portal ("Portal") is governed by the Florida Courts E-Filing Authority. The Portal provides a single statewide point of access for filing court records and interfaces with other existing statewide information systems.

2.0 PORTAL FUNCTIONALITY

2.1. E-Portal Minimal Functionality

1. Single statewide login.
2. Process for non-attorneys and for self-represented users to access the system.
3. Uniform authentication method.
4. Single point of access for filing and service.
5. Consolidated electronic notification.
6. Process for local validation.
7. Automated interface with other e-filing systems.
8. Utilize the current XML ECF Standards.
9. Accommodate bi-directional transmissions to and from courts.
10. Integrate with other established statewide systems.
11. Accept electronic forms of payment.
12. All court based e-filing processes will use Internet-based open standards.

3.0 ELECTRONIC TRANSMISSION AND FILING OF DOCUMENTS

With the establishment of the Florida Courts E-Filing Portal, the Florida Courts have a single state-wide e-filing system. On June 21, 2012, the Supreme Court issued opinions approving recommendations to require e-filing by attorneys and e-service, through a phased in implementation.

3.1. E-Filing Standards

3.1.1. Size of Filing

A single submission, whether consisting of a single document or multiple documents, shall not exceed 50 megabytes (50 MB) in size.

3.1.2. Document Format

All electronically filed documents should be legibly typewritten or printed on only one side of letter sized (8 ½ by 12 inch) paper; should have one inch margins on all sides and on all pages and pages should be numbered consecutively; should be filed in a format capable of being electronically searched and printed; should be filed in black and white; reduction of legal-size (8 ½ by 14 inches) documents to letter size (8 ½ by 12 inches) is prohibited; documents that are to be recorded in the public records of any county shall leave a 3-inch by 3-inch space at the top right-hand corner of the first page and a 1-inch

by 3-inch space at the top right-hand corner on each subsequent page blank and reserved for use by the clerk of court; Optical Character Recognition (“OCR”) scanned documents should be at a resolution of 300 DPI as defined in the State of Florida Electronic Records and Records Management Practices; at all times possible, documents should be electronically signed as defined in Section 2.8; multiple pleadings, motions, etc., should not be combined into one single file, but rather each individual document should be uploaded via the Portal document submission process and should comply with accessibility requirements set forth in section 2.6. Deviation from these guidelines may result in the submitted filing being moved to the Pending Queue by the Clerk with the filer being notified via email and requested to correct the issue(s) with the document(s) and resubmit the filing.

3.1.3. Document Rendering

The clerk shall be able to render document images in searchable PDF format for viewer interfaces where the judicial viewer does not already provide searchable documents.

3.1.4. Archiving

Electronic documents shall be archived in a manner that allows for presenting the information in the future without degradation, loss of content, or issues with software compatibility relative to the proper rendering of electronic documents.

3.1.5. File Name Standards

The following special characters are not allowed in a file name:

- Quotation mark (")
- Number sign (#)
- Percent (%)
- Ampersand (&)
- Asterisk (*)
- Colon (:)
- Angle brackets (less than, greater than) (< >)
- Question mark (?)
- Backslash (\)
- Slash (/)
- Braces (left and right) ({ })
- Pipe (|)
- Tilde (~)

File names may not end with any of the following strings:

- .files
- _files
- -Dateien
- _fichiers
- _bestanden
- _file
- _archivos

- -filer
- _tiedostot
- _pliki
- _soubory
- _elemei
- _ficheiros
- _arquivos
- _dosyalar
- _datoteke
- _fixters
- _failid
- _fails
- _bylos
- _fajlovi
- _fixxategiak

In addition, file names cannot exceed 110 bytes in length, including spaces. Spaces must be counted as three (3) bytes each.

This required information will be submitted in a uniform e-filing envelope, in compliance with current rules of procedure. The Florida Courts Technology Commission (FCTC) has established, and shall update as necessary, the requirements for the e-filing envelopes for each division and court type. The e-filing envelope will be maintained on the e-filing system of each court. These requirements can be found at <http://www.flcourts.org/resources-and-services/court-technology/efiling/>.

The e-filing envelope shall be designed to collect the data elements in .XML format that support the filing, indexing, docketing, calendaring, accounting, reporting, document development, case management and other necessary functions of the court. In an effort to reduce redundant data entry, emphasis is placed on providing the ability to extract text from the electronic submission.

3.1.6. Time Stamp

Date and time stamp formats must include a single line detailing the name of the court or Portal and shall not include clerk seals. Date stamps must be 8 numerical digits separated by slashes with 2 digits for the month, 2 digits for the date, and 4 digits for the year. Time stamps must be formatted in 12 hour time frames with a.m. or p.m. included. The font size and type must comply with The Americans with Disabilities Act requirements.

The Portal's official file stamp date and time shall be affixed in the upper left hand corner. The Florida Supreme Court and District Courts of Appeal stamps shall be on the left margin readable horizontally. Any administrative agency stamp shall be in the right margin and readable horizontally. The clerk's stamp for circuit and county courts shall be in the bottom of the document.

3.1.7. Electronic Notification of Receipt

All submissions must generate an acknowledgment message that is transmitted to the filer to indicate that the portal has received the document.

At a minimum the acknowledgment must include the date and time the submission was received which is the official filing date/time.

3.1.8. Review by Clerk of Court

When information has been submitted electronically to the Clerk of Court's Office, via the Florida Courts E-Filing Portal, the Clerk of Court will review the filed document and determine whether it contains the required information for placement into the clerk's case maintenance system. If, during the local document receiving process a determination is made that the filed document conflicts with any court rules or standards, then the clerk shall place the filed document into a pending queue. A filing may be placed in a pending queue for any reason that prevents the filing from being accepted into the clerk's case maintenance system, e.g. documents that cannot be associated with a pending case; a corrupt file¹; or an incorrect filing fee.

Once placed in a pending queue, the clerk shall attempt to contact the filer and correct the identified issue(s). The filing will remain in a pending queue for no more than 5 (five) business days, after which time the filing will be docketed, as filed, and processed for judicial review.

3.1.9. Security

The Portal shall provide initial screening and protection against unauthorized network intrusions, viruses, and attacks for all filings. The Portal shall be isolated from other court networks or applications. Software and security devices such as antivirus software, firewalls, access control lists, filters and monitoring software must be used by the Portal to provide this initial protection to court networks.

Computers that receive and accept filings from the Portal must be protected against unauthorized network intrusion, viruses, and attacks. These computers interface with the local CMS to accept e-filings. Software and security devices such as antivirus software, firewalls, access control lists, filters, and monitoring software must be used to protect the local court systems.

3.1.10. Filing Process and Payment

The Portal shall support both an interactive filing process and a batch (non-interactive) process. The Portal shall support electronic payment methods.

3.1.11. Transmission Envelope

Any electronic document or information submitted through the Portal with an initial filing or any subsequent case action must be transmitted using a data structure that

¹ Document(s) that cannot be opened or read

provides universal access to the court file. A submission, whether consisting of a single document or multiple documents, shall not exceed 50 megabytes (50 MB) in size.

The Portal shall be capable of providing a validation of the submission to detect any discrepancies (e.g., incomplete data or unacceptable document type) or other problems (e.g., viruses) prior to being received by the Portal. Where possible, the filer will be notified immediately if the Portal detects discrepancies or other problems with the submission, based on technical issues. The validation rules will be specific to the type of submission (for example: new case initiation as opposed to filings in an existing case).

3.1.12. Court Control of Court Documents - Data Storage

The official copy of court data must be physically located in Florida and in the custody of the clerks of court. Copies of data may be stored within or outside the State of Florida for the purposes of disaster recovery of business continuity.

3.1.13. Requirements for Individual Filers

3.1.13.1 Embedded Hyperlink

Hyperlinks embedded within a filing should refer only to information within the same document, or to external documents or information sources that are reasonably believed to be trustworthy and stable over long periods of time. Hyperlinks should not be used to refer to external documents or information sources likely to change.

3.1.13.2 Exhibits

Each exhibit accompanying a document shall be separately attached and denominated with a title referencing the document to which it relates. Each exhibit shall conform to the filing size limitation in Section 3.1.1. To the extent an exhibit exceeds the size limitation each portion shall be separately described as being a portion of the whole exhibit (e.g., Exhibit A, Part 1 of 5, Part 2 of 5, etc.).

Each documentary exhibit marked for identification or admitted into evidence at trial shall be treated in accordance with Florida Rule of Judicial Administration 2.525(d)(4) or (6), and then converted by the clerk and stored electronically in accordance with rule 2.525(a).

3.1.13.3 Confidentiality and Sensitive Information

The Portal shall provide the following warning before documents are submitted through the Portal, “WARNING: As an attorney or self-represented filer, you are responsible to protect confidential information under Florida Rules of Judicial Administration [2.420](#) and [2.425](#). Before you file, please ensure that you have complied with these rules, including the need to complete a Notice of Confidential Information [form](#) or motion required under Rule 2.420 regarding confidential information. Your failure to comply with these rules may subject you to sanctions.”

3.1.13.4 Emergency Filing

The Portal must provide a mechanism to indicate that a filing is an emergency.

3.1.14. Adding a Party

The Portal shall facilitate the addition of parties after the initial pleading is filed.

3.1.15. Docket Numbering

- At a minimum, the local clerk CMS would assign and store a sequence number for each docket entry that contains a document on each case. The sequence number would be unique only within each case. For example, each case will start with 1, 2, 3, etc. and increment by 1.
- The sequence number would be displayed on each document/docket display screen in the local clerk CMS and any associated access systems (websites, etc.)
- Each assigned document/docket sequence number would need to remain static for each case once assigned. If documents/dockets are inserted, then the sequence numbers would not necessarily align with the dates for the documents/docket. As long as they are unique within each case this would be allowed.
- The sequence number may be implemented on a “go-forward” basis if necessary; sequence numbers are not required for historical documents/dockets.
- The sequence numbers are only assigned and stored in the local clerk CMS. The sequence numbers would not be included in the interface between the Portal and the local clerk CMS and would not be provided to the filer as part of the e-filing notification process.
- This requirement does not apply to legacy CMS applications which have a known end date.

3.2. TECHNICAL FAILURE

3.2.1. Retransmission of Electronic Filing

If, within 24 hours after filing information electronically, the filer discovers that the version of the document available for viewing through the Electronic Case Filing System is incomplete, garbled or otherwise does not depict the document as transmitted, the filer shall notify the Clerk of Court immediately and retransmit the filing if necessary.

3.2.2. System Availability and Recovery Planning

Computer systems that are used for e-filings must protect electronically filed documents against system and security failures during periods of system availability. Additionally, contingencies for system failures and disaster recovery mechanisms must be established. Scheduled downtime for maintenance and updates should be planned, and a notification shall be provided to filers in advance of the outage. Planned outages shall occur outside normal business hours as determined by the Chief Judicial Administrative Officer of the Court. E-filing systems shall comply with the security and backup policies created by the Florida Courts Technology Commission.

Plan 1: Contingency Plan

Timeframe: Immediate - during normal working hours.

Scope: Localized system failures while court is still open and operational. This plan will also be put into operation when Continuity of Operations (“COOP”) and Disaster Plans are implemented.

Operational Levels: Levels of operation will be temporarily limited and may be conducted in electronic or manual processes. Since court will still be open, this plan must address how documents will be received while the system is down.

Objectives:

- Allow the court to continue with minimum delays by providing a temporary alternate solution for access to court files.
- Conduct tests to verify the restoration process.
- Have local and local off site backup of the operating system, application software, and user data available for immediate recovery operations.
- Identify areas where redundancy is required to reduce downtime, and provide for “hot” standby equipment that can be utilized in the event the Contingency Plan is activated.

Plan 2: Business Continuity/Disaster Recovery

Timeframe: Disaster dependent, varies.

Scope: Declared disasters either local or regional that impact the geographic area.

Operational Levels: Temporarily unavailable or limited until facilities are deemed functional or alternate facilities can be established. Mission Essential Functions as defined in the Supreme Court’s COOP for the affected area must be addressed in the designated priorities and timeframes.

Objectives:

- Allow court operations to recover in the existing location or alternate facility.
- Provide cooperative efforts with impacted entities to establish access to court files and allow for the continuance of court proceedings.
- Provide in the Contingency Plan a temporary method to meet or exceed Mission Essential Functions identified in the Supreme Court’s COOP.
- Provide another tier level of recoverability by having a backup copy of the operating system, application software, and user data in a protected environment outside of the local area not subject to the same risks as the primary location for purposes of recovery according to standards approved by the FCTC.
- This plan may provide another out-of-state tier for data backup provided that the

non-local in-state tier is established.

3.3. ADA AND TECHNOLOGY COMPLIANCE

All Court technology must comply with the Americans With Disabilities Act (“ADA”).

3.4. ELECTRONIC PROCESSES - JUDICIAL

The integrity of and efficient delivery of information to the judiciary are primary goals. Any electronic processes that involve the judiciary must be approved by the judiciary prior to implementation.

3.4.1. Delivery of Electronic Case Files

An electronic case file being provided to the court should meet or exceed the capabilities and ease of use provided by a paper case file. Electronic documents shall be available to court officers and personnel in a manner that provides timely and easy access, and shall not have a negative operational impact on the court. The court shall have the opportunity to review and approve any changes to the current business process before the system may be implemented.

Any system that intends to deliver electronic files instead of paper files in part or in total that impacts the judiciary, that involves electronic workflow, functionality, and electronic document management service must be approved by the judiciary before the paper files may be discontinued. The Clerk of Court must be able to deliver paper case files upon request until the electronic case file delivery system is fully accepted by the judiciary. The electronic file created by the Clerk of Court shall be made available and delivered to the judiciary in a manner that provides improved workflow and document management service to the judiciary and court staff. At a minimum, the system must have search capability to find cases, have the ability to incorporate digital signatures, the ability to attach notes to cases, and be able to print specific portions or all pages of a document. The system must have logging capabilities for events such as failures, outages, correction of case file numbers, deletion of documents, and rejections due to incorrect filing or unusable documents due to poor quality images. Documents in an electronic file shall be available for viewing by the court immediately upon acceptance and validation by the clerk of court.

The court must validate that the electronic case file is accurate, reliable, timely, and provides needed reporting information, and is otherwise acceptable as part of its review and acceptance process.

3.5. ELECTRONIC SIGNATURES

3.5.1. Signatures of Registered Users

A submission by a registered user is not required to bear the electronic image of the handwritten signature or an encrypted signature of the filer. Electronic signatures may be used in place of a handwritten signature unless otherwise prohibited by law. The information contained in the signature block shall meet the following required elements defined in Rule 2.515(a) and (b), Florida Rules of Judicial Administration. Electronic signature formats of s/, /s or /s/ are acceptable. Additional information is optional.

Attorney Example

s/ John Doe
Bar Number 12345
123 South Street
City, FL 12345
Telephone: (123) 123-4567

ProSe Example

s/ Jane Doe
123 North Street
City, FL 12345
Telephone: (123) 123-4567

3.5.2. Multiple Attorneys of Record Signatures

When a filing requires the signatures of two or more attorneys of record:

The filing attorney shall initially confirm that the content of the document is acceptable to all attorneys required to sign the document and shall obtain the signatures of all attorneys on the document. For this purpose, physical, facsimile, or electronic signatures are permitted.

The filing attorney then shall file the document electronically, indicating the signatories, (*e.g.*, “s/ Jane Doe,” “/s John Smith,” “/s/ Jane Doe Smith,” etc.) for each attorney’s signature.

3.5.3. Original Documents or Handwritten Signatures

Original documents, such as death certificates, or those that contain original signatures such as affidavits, deeds, mortgages and wills must be filed manually until further standards have been adopted.

3.5.4. Judge Signature

Judges are authorized to electronically sign all orders and judgments. If digitized signatures of judges are stored, they are to be placed at a minimum 256 bit encryption and protected by user authentication.

3.5.4.1. Security

An electronic signature of a judge shall be accompanied by a date, time stamp, and the case number. The date, time stamp, and case number shall appear as a watermark through the signature to prevent copying the signature to another document. The date, time stamp, and case number shall also appear below the signature and not be obscured by the signature. When possible or required, the case number should be included also. Applications that store digitized signatures must store signatures in compliance with FIPS 140-2.

3.5.4.2. Functionality

The ability to affix a judicial signature on documents must include functionality that would improve the process. This functionality at a minimum should include the following:

1. The ability to prioritize documents for signature.
2. Allow multiple documents to be reviewed and signed in a batch in addition to individually.
3. The judge must have the ability to review and edit, reject, sign and file documents.
4. Have a standard signature block size on the document.
5. Allow forwarding of queued documents to another judge for signature if the primary judge is unavailable.
6. After documents are signed or rejected, they should be removed from the queue.
7. Have the ability to electronically file the signed documents into the case management system to be electronically distributed to all appropriate parties.

3.5.5 Clerk Signature

Unless otherwise required by law, Clerks and Deputy Clerks are authorized to electronically sign any documents that require the signature of the clerk, subject to the same security requirements that apply to a judge signature under standard 3.5.4.1.

3.6 ELECTRONIC NOTARIZATION

Electronic notarization is authorized as provided in Florida Statute 117.021.

Appendix L – Foreclosure
Initiative Status Report
October 2015

**FY 2015/16 Foreclosure Initiative
October 2015 Status Report
Number of Foreclosure Initiative Pending Cases
By Circuit**

Circuit	Pending Cases as of June 2012 ¹	Pending Cases as of June 2013 ²	Pending Cases as of June 2014 ³	Pending Cases as of June 2015 ⁴	Pending Cases as of September 2015	Foreclosure Initiative Statistics ⁵ (Run date: April 7, 2016)			
						Amendments since the September 2015 Status Report	October 2015 Filings	October 2015 Dispositions	Pending Cases as of October 2015 ⁶
1	9,929	9,556	4,930	2,470	2,454	-13	256	184	2,513
2	3,463	3,689	1,840	1,285	1,303	-4	98	136	1,261
3	1,260	1,236	631	572	574	-5	47	59	557
4	19,742	19,828	9,252	4,718	4,533	-34	376	333	4,542
5	14,686	13,640	8,849	7,523	7,368	-28	348	358	7,330
6	28,806	28,611	16,261	9,118	8,611	-47	419	872	8,111
7	18,462	17,867	7,185	3,600	3,455	10	265	327	3,403
8	1,902	1,836	1,287	1,046	1,028	11	89	85	1,043
9	33,512	27,336	11,584	4,373	3,745	-241	513	708	3,309
10	9,171	8,977	4,727	2,615	2,641	10	204	268	2,587
11	52,211	36,389	17,303	10,704	10,890	31	695	822	10,794
12	16,629	14,109	6,337	3,218	3,134	2	161	287	3,010
13	27,939	21,992	13,470	8,443	8,010	-26	326	531	7,779
14	3,400	3,359	1,790	1,170	1,186	-5	70	68	1,183
15	32,977	27,651	11,671	4,701	4,549	19	386	478	4,476
16	1,723	1,533	500	299	304	0	17	25	296
17	45,118	40,373	20,206	7,577	6,877	66	493	967	6,469
18	27,723	25,391	8,079	3,753	3,520	-26	268	395	3,367
19	13,699	10,791	4,370	2,047	1,966	-9	184	193	1,948
20	15,355	15,007	9,219	3,947	3,704	3	228	363	3,572
Total	377,707	329,171	159,491	83,179	79,852	-286	5,443	7,459	77,550

¹ Pending cases as of June 2012 was determined by subtracting the number of SRS Real Property/Mortgage Foreclosure dispositions from the number of filings from August 2006 through June 2012.

² Pending cases as of June 2013 was determined by subtracting the number of SRS Real Property/Mortgage Foreclosure dispositions from the number of filings from August 2006 through June 2013.

³ Pending cases as of June 2014 was determined by subtracting the number of SRS Real Property/Mortgage Foreclosure dispositions from the number of filings from August 2006 through April 2014. Pending cases for May and June 2014 are based on dynamic data reported as outlined in the FY 2013/14 Foreclosure Initiative Data Collection Plan.

⁴ Pending cases as of June 2015 are based on dynamic data reported as outlined in the FY 2013/14 Foreclosure Initiative Data Collection Plan.

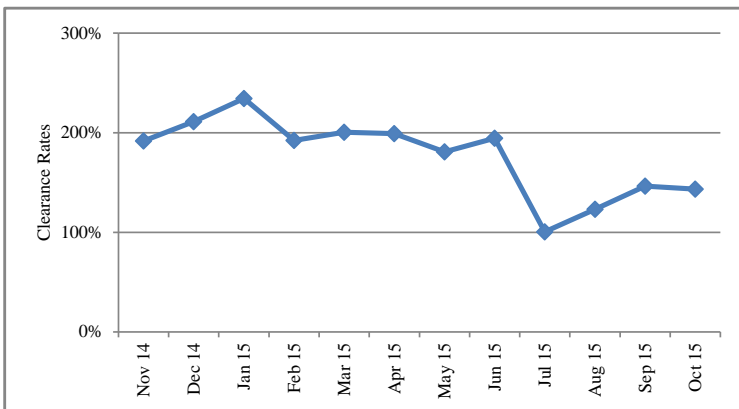
⁵ Foreclosure initiative statistics are based on dynamic data reported by each Clerk of Court to the Office of the State Courts Administrator as outlined in the FY 2013/14 Foreclosure Initiative Data Collection Plan and do not include reopen or inactive cases. Included are commercial, homestead residential, and non-homestead residential foreclosure cases. Foreclosure initiative statistics are also based on Summary Reporting System filings and dispositions data for other real property actions (i.e., quiet title, condemnation, ejectment, and similar matters). Additionally, these statistics are subject to amendments by the Clerk of Court. The result of these amendments are provided in the column labeled Data Amendments since the September 2015 Status Report.

⁶ Pending cases as of October 2015 was determined by subtracting the number of October 2015 dispositions from the sum of pending cases as of September 2015, October 2015 filings, and Clerk of Court amendments.

FY 2015/16 Foreclosure Initiative October 2015 Status Report State Total

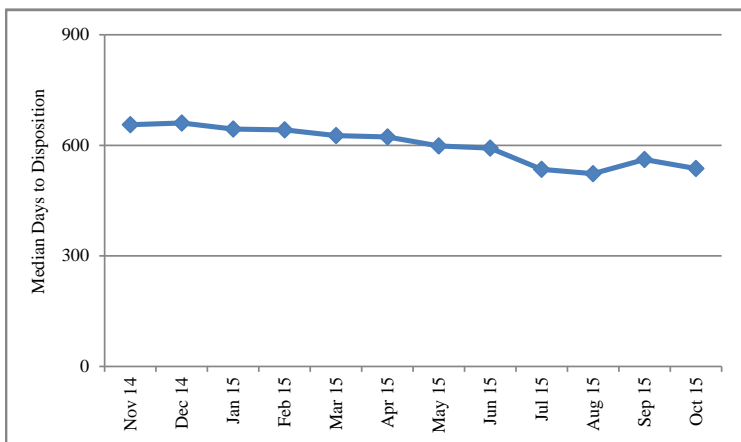
(Run Date: April 7, 2016)

Clearance Rates (does not include reopened and inactive cases)



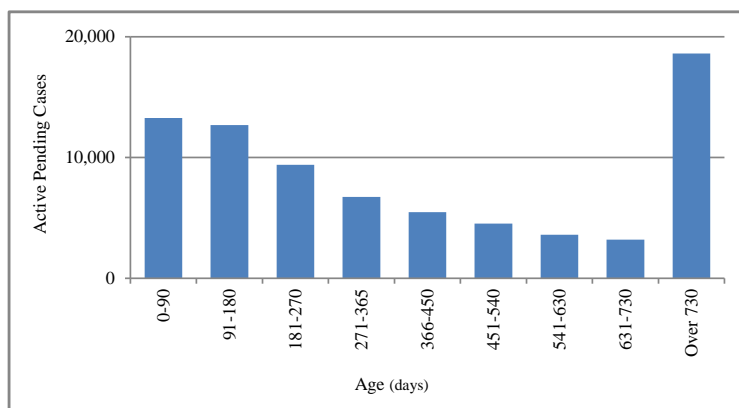
Report As of	Clearance Rate
11/30/2014	192%
12/31/2014	211%
1/31/2015	234%
2/28/2015	192%
3/31/2015	200%
4/30/2015	199%
5/31/2015	181%
6/30/2015	194%
7/31/2015	101%
8/31/2015	123%
9/30/2015	146%
10/31/2015	143%

Mean Days to Disposition (does not include reopened and inactive cases)



Report As of	Mean Days to Disposition
11/30/2014	656
12/31/2014	661
1/31/2015	644
2/28/2015	642
3/31/2015	626
4/30/2015	623
5/31/2015	599
6/30/2015	592
7/31/2015	535
8/31/2015	523
9/30/2015	561
10/31/2015	537

Age of Active Pending Cases (does not include reopened and inactive cases)



Age (days)	Active Pending Cases	Percent of Total
0-90	13,280	17%
91-180	12,687	16%
181-270	9,401	12%
271-365	6,743	9%
366-450	5,487	7%
451-540	4,537	6%
541-630	3,612	5%
631-730	3,196	4%
Over 730	18,607	24%
Total	77,550	100%

Note: Foreclosure initiative statistics are based on dynamic data reported by each Clerk of Court to the Office of the State Courts Administrator as outlined in the FY 2013/14 Foreclosure Initiative Data Collection Plan and do not include reopen or inactive cases. Included are commercial, homestead residential, and non-homestead residential foreclosure cases. Foreclosure initiative statistics are also based on Summary Reporting System filings and dispositions data for other real property actions (i.e., quiet title, condemnation, ejectment, and similar matters). Additionally, these statistics are subject to amendments by the Clerk of Court.

FY 2015/16 Foreclosure Initiative October 2015 Status Report Clearance Rates¹

By Circuit (Run Date: April 7, 2016)

Circuit	Jul-15	Aug-15	Sep-15	Oct-15
1	115%	83%	91%	72%
2	90%	98%	97%	139%
3	116%	105%	129%	126%
4	74%	128%	123%	89%
5	110%	86%	128%	103%
6	96%	140%	174%	208%
7	115%	112%	130%	123%
8	78%	120%	123%	96%
9	99%	142%	152%	138%
10	79%	100%	130%	131%
11	80%	86%	133%	118%
12	70%	128%	152%	178%
13	121%	135%	155%	163%
14	80%	88%	100%	97%
15	119%	116%	112%	124%
16	135%	96%	115%	147%
17	113%	147%	202%	196%
18	105%	167%	139%	147%
19	105%	124%	136%	105%
20	121%	122%	172%	159%
Total	101%	123%	146%	143%

¹ Foreclosure initiative statistics are based on dynamic data reported by each Clerk of Court to the Office of the State Courts Administrator as outlined in the FY 2013/14 Foreclosure Initiative Data Collection Plan and do not include reopen or inactive cases. Included are commercial, homestead residential, and non-homestead residential foreclosure cases. Foreclosure initiative statistics are also based on Summary Reporting System filings and dispositions data for other real property actions (i.e., quiet title, condemnation, ejectment, and similar matters).

FY 2015/16 Foreclosure Initiative
October 2015 Status Report
Mean Number of Days from Filing to Disposition¹

By Circuit (Run Date: April 7, 2016)

Circuit	Jul-15	Aug-15	Sep-15	Oct-15
1	404	368	407	339
2	520	366	395	429
3	330	425	868	759
4	354	388	393	417
5	431	378	393	412
6	669	643	663	620
7	400	383	379	392
8	356	329	296	317
9	568	554	553	522
10	372	373	394	406
11	471	458	494	484
12	666	582	1,378	662
13	829	914	819	819
14	427	402	431	287
15	416	447	472	551
16	394	553	423	506
17	658	663	629	611
18	641	478	564	485
19	395	364	420	373
20	572	520	522	564
Total	535	523	561	537

¹ Foreclosure initiative statistics are based on dynamic data reported by each Clerk of Court to the Office of the State Courts Administrator as outlined in the FY 2013/14 Foreclosure Initiative Data Collection Plan and do not include reopen or inactive cases. Included are commercial, homestead residential, and non-homestead residential foreclosure cases. Foreclosure initiative statistics are also based on Summary Reporting System filings and dispositions data for other real property actions (i.e., quiet title, condemnation, ejectment, and similar matters).

**FY 2015/16 Foreclosure Initiative
October 2015 Status Report
Age of Active Pending Cases and Percent of Cases Over 730 Days¹
By Circuit (Sorted by percent of cases over 730 days), Run Date: April 7, 2016**

Circuit	Number of Cases										Percent of Cases Over 730 Days
	0 to 90 Days	91 to 180 Days	181 to 270 Days	271 to 365 Days	366 to 450 Days	451 to 540 Days	541 to 630 Days	631 to 730 Days	Over 730 Days	Total Cases	
13	848	842	673	492	406	381	318	396	3,423	7,779	44%
12	386	382	273	266	208	161	166	163	1,005	3,010	33%
4	982	778	411	220	202	150	145	140	1,514	4,542	33%
20	568	593	390	265	216	152	144	84	1,160	3,572	32%
6	1,098	1,170	786	635	616	517	376	381	2,532	8,111	31%
15	792	782	581	392	315	257	172	157	1,028	4,476	23%
11	1,702	1,576	1,190	998	913	817	654	548	2,396	10,794	22%
17	1,169	1,229	805	530	475	376	302	277	1,306	6,469	20%
5	986	1,030	1,147	806	635	499	411	372	1,444	7,330	20%
9	901	682	439	239	149	131	103	75	590	3,309	18%
2	254	250	198	119	76	59	48	38	219	1,261	17%
18	681	629	467	305	239	212	160	110	564	3,367	17%
14	219	200	129	122	111	98	69	52	183	1,183	15%
16	59	52	43	29	24	23	11	10	45	296	15%
19	386	397	274	195	137	116	80	79	284	1,948	15%
3	130	106	79	50	42	35	13	21	81	557	15%
10	559	547	398	287	182	152	105	75	282	2,587	11%
7	721	701	502	365	269	227	178	105	335	3,403	10%
1	624	533	440	298	182	95	99	69	173	2,513	7%
8	215	208	176	130	90	79	58	44	43	1,043	4%
Total	13,280	12,687	9,401	6,743	5,487	4,537	3,612	3,196	18,607	77,550	24%

¹ Foreclosure initiative statistics are based on dynamic data reported by each Clerk of Court to the Office of the State Courts Administrator as outlined in the FY 2013/14 Foreclosure Initiative Data Collection Plan and do not include reopen or inactive cases. Included are commercial, homestead residential, and non-homestead residential foreclosure cases. Foreclosure initiative statistics are also based on Summary Reporting System filings and dispositions data for other real property actions (i.e., quiet title, condemnation, ejectment, and similar matters).

**FY 2015/16 Foreclosure Initiative
 October 2015 Status Report
 Number of Foreclosure Initiative Filings¹
 By Circuit (Run Date: April 7, 2016)**

Circuit	Jul-15	Aug-15	Sep-15	Oct-15
1	220	225	230	256
2	112	99	94	98
3	45	43	45	47
4	439	349	332	376
5	446	454	311	348
6	549	417	398	419
7	307	286	267	265
8	91	75	71	89
9	624	501	454	513
10	239	212	205	204
11	764	682	585	695
12	191	159	146	161
13	389	327	308	326
14	104	95	97	70
15	450	396	344	386
16	20	27	20	17
17	699	608	469	493
18	318	255	256	268
19	195	144	134	184
20	311	260	243	228
Total	6,513	5,614	5,009	5,443

¹ Foreclosure initiative statistics are based on dynamic data reported by each Clerk of Court to the Office of the State Courts Administrator as outlined in the FY 2013/14 Foreclosure Initiative Data Collection Plan and do not include reopen or inactive cases. Included are commercial, homestead residential, and non-homestead residential foreclosure cases. Foreclosure initiative statistics are also based on Summary Reporting System filings and dispositions data for other real property actions (i.e., quiet title, condemnation, ejectment, and similar matters). Additionally, these statistics are subject to modification by the Clerk of Court.

FY 2015/16 Foreclosure Initiative
October 2015 Status Report
Number of Foreclosure Initiative Dispositions¹
By Circuit (Run Date: April 7, 2016)

Circuit	Jul-15	Aug-15	Sep-15	Oct-15
1	252	187	210	184
2	101	97	91	136
3	52	45	58	59
4	327	446	407	333
5	491	390	398	358
6	529	585	691	872
7	354	319	347	327
8	71	90	87	85
9	619	709	690	708
10	190	211	266	268
11	614	588	776	822
12	133	203	222	287
13	471	440	476	531
14	83	84	97	68
15	536	458	385	478
16	27	26	23	25
17	790	893	946	967
18	334	427	355	395
19	204	179	182	193
20	376	317	417	363
Total	6,554	6,694	7,124	7,459

¹ Foreclosure initiative statistics are based on dynamic data reported by each Clerk of Court to the Office of the State Courts Administrator as outlined in the FY 2013/14 Foreclosure Initiative Data Collection Plan and do not include reopen or inactive cases. Included are commercial, homestead residential, and non-homestead residential foreclosure cases. Foreclosure initiative statistics are also based on Summary Reporting System filings and dispositions data for other real property actions (i.e., quiet title, condemnation, ejectment, and similar matters). Additionally, these statistics are subject to modification by the Clerk of Court.

Appendix M – Analysis of
Revenue Generated by \$2.00
Recording Fee

**\$2.00 Recording Fee Revenue
Collected Pursuant to F.S. 28.24(12)(e)(1)**

**Shared by the State Trial Courts, State Attorney,
Public Defender, and Criminal Conflict and Civil Regional Counsel**

Rank	County	CFY 2013-14 Revenue*
1	Liberty	\$6,610
2	Lafayette	\$7,430
3	Union	\$8,366
4	Hamilton	\$10,030
5	Calhoun	\$10,482
6	Glades	\$10,606
7	Dixie	\$14,088
8	Holmes	\$15,608
9	Jefferson	\$16,996
10	Taylor	\$17,302
11	Madison	\$18,218
12	Gilchrist	\$18,624
13	Hardee	\$23,054
14	Washington	\$25,086
15	Baker	\$25,718
16	Gulf	\$26,559
17	Bradford	\$27,936
18	Desoto	\$28,163
19	Franklin	\$31,140
20	Gadsden	\$35,860
21	Suwannee	\$37,636
22	Hendry	\$38,402
23	Jackson	\$39,421
24	Wakulla	\$40,041
25	Okeechobee	\$43,274
26	Levy	\$47,052
27	Columbia	\$64,880
28	Putnam	\$76,928
29	Walton	\$112,150
30	Highlands	\$118,345
31	Nassau	\$137,776
32	Monroe	\$191,796
33	Flagler	\$201,510
34	Citrus	\$211,523
35	Sumter	\$226,014
36	Hernando	\$246,762
37	Indian River	\$253,796

**\$2.00 Recording Fee Revenue
Collected Pursuant to F.S. 28.24(12)(e)(1)**

**Shared by the State Trial Courts, State Attorney,
Public Defender, and Criminal Conflict and Civil Regional Counsel**

Rank	County	CFY 2013-14 Revenue*
38	Martin	\$268,655
39	Santa Rosa	\$270,752
40	Alachua	\$279,858
41	Clay	\$281,810
42	Okaloosa	\$320,418
43	Bay	\$329,702
44	Charlotte	\$332,589
45	Leon	\$343,416
46	Escambia	\$416,653
47	St. Lucie	\$446,835
48	St. Johns	\$485,448
49	Lake	\$531,342
50	Seminole	\$571,183
51	Manatee	\$590,853
52	Osceola	\$690,232
53	Pasco	\$707,021
54	Sarasota	\$721,373
55	Collier	\$770,294
56	Polk	\$774,281
57	Volusia	\$775,779
58	Brevard	\$856,466
59	Marion	\$944,322
60	Duval	\$1,177,490
61	Lee	\$1,209,148
62	Pinellas	\$1,300,601
63	Hillsborough	\$1,667,248
64	Palm Beach	\$2,089,745
65	Orange	\$2,383,782
66	Broward	\$2,605,398
67	Miami-Dade	\$3,064,088
TOTAL		\$29,671,965

* County revenue data provided by Florida Department of Financial Services, Bureau of Financial Reporting

Appendix N – Florida Supreme
Court Administrative Order
AOSC16-107

Supreme Court of Florida

No. AOSC16-107

IN RE: STANDARDS FOR ACCESS TO ELECTRONIC COURT
RECORDS

ADMINISTRATIVE ORDER

The Florida State Courts System has made considerable efforts to develop policies that facilitate access to electronic court records while simultaneously protecting confidential and sensitive information. In re: Standards for Access to Electronic Court Records, Fla. Admin. Order No. AOSC14-19 (amended May 23, 2014), governs appropriate, differentiated levels of access to electronic court records and prescribes a process by which a clerk of court who wishes to provide court records online must develop and test in a pilot program its online electronic records access system and, when compliant with Standards for Access to Electronic Court Records and the Access Security Matrix adopted by the Supreme Court, seek Supreme Court approval to provide online access to electronic court records. The clerks of court for seven counties have completed the pilot program and are seeking approval to provide online access to electronic records.

Through AOSC14-19 the Supreme Court adopted the standards and the security matrix and subsequently amended the standards and security matrix through In re: Access to Electronic Court Records, Fla. Admin. Order No. AOSC16-14 (April 27, 2016). The Florida Courts Technology Commission (Commission) has recommended additional amendments to the standards and the security matrix.

Approval of Clerk of Court Requests

The clerk of court for each county listed below engaged in a pilot program of at least 90 days to test its online electronic records access system; submitted at least three monthly status reports to the Office of the State Courts Administrator; reported all incidents of inadvertent release and unauthorized access to confidential information, if any occurred; took the appropriate corrective actions necessary to address all reported incidents related to confidential information; and ensured compliance with the current version of the standards and security matrix.

In addition, each of these clerks of court submitted a certification request, consistent with AOSC14-19, and a written description of the steps, processes, or tools used to validate compliance with the standards and the security matrix. The Access Governance Board (Board) of the Florida Courts Technology Commission reviewed each request and recommended approval, and the Commission concurred with the recommendation of the Board.

Accordingly, the request to provide online access to electronic court records submitted by the respective clerk of court for each of the following counties is hereby approved, subject to the terms and conditions established hereinafter.

1. Charlotte County
2. Clay County
3. Hillsborough County
4. Levy County
5. Palm Beach County
6. St. Lucie County
7. Volusia County

This approval is subject to the following terms and conditions:

1. Within 90 days following the date of this order, each clerk of court must implement its online electronic records access system in accordance with the standards and the security matrix adopted by AOSC14-19 and amended by AOSC16-14.
2. Each clerk shall incorporate any future amendments or updates to the standard and security matrix into the clerk's existing online electronic records access system, including but not limited to the amendments adopted in this administrative order.
3. To ensure compliance with the standards or security matrix, each clerk of court shall provide the Supreme Court or its designee access accounts for all roles in the security matrix, if so requested.

Violation of any of these terms and conditions shall constitute grounds for revocation of the approval to implement online electronic records access in the respective county.

Amendments to Standards for Access to Electronic Court Records

The Board worked in partnership with the Florida Public Defender Association and previously submitted language to the Court regarding public defenders' attorney of record access. See In re: Access to Electronic Court Records, Fla. Admin. Order No. AOSC16-14 (April 27, 2016). The Board inadvertently excluded language affirming public defenders will be granted access, as the attorney of record, to any case type to which applicable statutes grant the public defenders attorney of record access. As cases are newly created, the public defender will be granted access as an attorney of record by default on any case of a type to which statute so grants the public defender such access. Access will then be changed to general government and constitutional officers when the public defender is no longer counsel of record or when another attorney is assigned. Pursuant to the Board's recommendation, each public defender's office must establish policies to ensure that access to confidential records and information is limited to those individuals who require access in performance of their official duties.

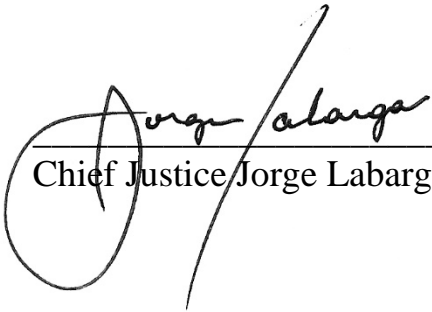
Additionally, in order to clarify that law enforcement agencies from other states should not have access to Florida records similar to Florida and federal law enforcement agencies, the Board defined “law enforcement” specifically as federal law enforcement, Florida law enforcement, Florida state attorney’s offices, Florida attorney general’s offices, and the Florida Department of Corrections.

In accordance with its authority under Florida Rule of Judicial Administration 2.236 to “establish, periodically review, and update technical standards for technology used and to be used in the judicial branch to receive, manage, maintain, use, secure, and distribute court records by electronic means, consistent with the technology policies established by the supreme court,” the Commission, concurring with the Board’s recommendations, submitted amended standards and an amended security matrix for the Court’s consideration.

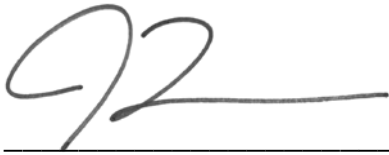
As a means for the judicial branch to continue to ensure responsible access to electronic records, the Court hereby adopts the amended Standards for Access to Electronic Court Records and the amended Access Security Matrix to supersede those adopted by AOSC16-14. The amended standards and security matrix are attached hereto and incorporated herein by reference.¹

1. The Standards for Access to Electronic Court Records and the Access Security Matrix are also available on the Florida Courts website. See <http://flcourts.org/resources-and-services/court-technology/technology-standards.stml>.

DONE AND ORDERED at Tallahassee, Florida, on December 30, 2016.


Chief Justice Jorge Labarga

ATTEST:



John A. Tomasino, Clerk of Court



Standards For Access To Electronic Court Records

December 2016

These standards establish statewide technical and operational requirements for access to electronic court records by the public, special user groups, judges, and court and clerk's office personnel. The standards also implement the Access Security Matrix, which governs remote internet and clerk's office access to electronic court records.

ACCESS METHODS

There are three different methods for accessing electronic court records.

1. Direct access via application to internal live data
2. Web-based application for replicated or live data with security
3. Web-based portal for public viewing of replicated data and variable levels of security based on user role

Direct or web access to live production data is generally limited to court and clerk officers and authorized court and clerk's office staff. Most users will access replicated data to protect the integrity and availability of the official court record maintained by the clerk.

ACCESS SECURITY MATRIX

The Access Security Matrix appended to these standards governs access to electronic court records based upon user roles and applicable rules, statutes, and administrative policies. The matrix performs the following functions:

1. Establishes user groups
2. Establishes access levels
3. Assigns access level for each user group based on case type
4. Assigns access level for all docket codes

The Access Governance Board, under the authority of the Florida Courts Technology Commission, is responsible for maintaining the matrix by timely incorporating legislative and rule changes that impact access to electronic court records. Access permitted under the Access Security Matrix applies equally to electronic and paper court records.

USER GROUPS

Access to electronic court records is determined by the user's role and applicable statutes, rules, and administrative policy. Access may be restricted to certain user groups based on case type, document type, or information contained within records. All individuals and entities authorized under these standards to have greater access than the general public must establish policies to protect confidential records and information in accordance with applicable rule and statutory requirements. Remote electronic access may be more restrictive than clerk in-house electronic access.

USER GROUPS	ACCESS PERMITTED	SECURITY REQUIREMENTS
Judges and authorized court and clerk's office personnel	<p>All court records, except those expunged pursuant to s. 943.0585, F.S., with discretionary limits based on local security policy. Each court and clerk must establish policies to ensure that access to confidential records and information is limited to those individuals who require access in performance of their official duties.</p> <p>Access to records sealed pursuant to s. 943.059, F.S., is permitted judges to assist in performance of case-related adjudicatory responsibilities.</p>	In-house secure network and secure web access.
Parties	All records in the party's case except those that are expunged or sealed; access may be denied to information automatically confidential under rule 2.420(d)(1), or made confidential by court order, depending upon case type and the language of the order.	Secure access on case-by-case basis. Access by notarized request to insure identity of party.
General public	<p>All records except those that are expunged or sealed, automatically confidential under rule 2.420(d)(1), or made confidential by court order.</p> <p>No remote access to images of records in cases governed by the Florida Family Law Rules of Procedure, Florida Rules of Juvenile Procedure, or Florida Probate Rules, pursuant to s. 28.2221(5)(a), F.S.</p>	None. Anonymous internet access permitted.

USER GROUPS	ACCESS PERMITTED	SECURITY REQUIREMENTS
Individuals registered for subscriber service	<p>All records except those that are expunged or sealed, automatically confidential under rule 2.420(d)(1), or made confidential by court order.</p> <p>Viewable on request remote access to images of records in cases governed by the Florida Family Law Rules of Procedure, Florida Rules of Juvenile Procedure, or Florida Probate Rules, pursuant to s. 28.2221(5)(a), F.S.</p>	Secure access through user name and password by written notarized agreement.
Attorneys of record	All records except those that are expunged or sealed; access may be denied to records or information automatically confidential under rule 2.420(d)(1), or made confidential by court order, depending upon the type of case and the language of the court order.	Secure access through user name and password by written notarized agreement. The gatekeeper is responsible for maintaining authorized user list.
Public Defenders (institutional access)	<p>The Office of the Public Defender is considered the attorney of record at a defendant's first appearance as permitted by Juvenile Rule of Procedure 8.010 and Rule of Criminal Procedure 3.130. Access will be changed to general government and constitutional officers when the public defender is no longer counsel of record or another attorney is assigned.</p> <p>All records except those that are expunged or sealed, automatically confidential under rule 2.420(d)(1), or made confidential by court</p>	Secure access through user name and password by written notarized agreement. The gatekeeper is responsible for maintaining authorized user list.

USER GROUPS	ACCESS PERMITTED	SECURITY REQUIREMENTS
	<p>order.</p> <p>Access to records as permitted by ss. 27.51, 27.52, 27.58, and 27.59, F.S.</p> <p>Access to juvenile delinquency records as permitted by s. 985.045(2), F.S. and Rule of Juvenile Procedure 8.165.</p> <p>Access to mental health records as permitted by s. 916.107(8), F.S.</p> <p>Access to mental health records as permitted by ss. 394.4615, 394.4655, and 394.467, F.S.</p> <p>Access to records of individuals detained under the Involuntary Civil Commitment of Sexually Violent Predators Act (formerly known as the “Jimmy Ryce Act”) as permitted by ss. 394.916 and 394.917, F.S.</p> <p>Each public defender must establish policies to ensure that access to confidential records and information is limited to those individuals who require access in performance of their official duties.</p>	
<p>Authorized state or local government agencies</p>	<p>All records except those that are expunged or sealed, automatically confidential under rule 2.420(d)(1), or made confidential by court order.</p> <p>Access to social security</p>	<p>Secure access through user name and password by written notarized agreement. Agency gatekeeper is responsible for maintaining authorized user list.</p>

USER GROUPS	ACCESS PERMITTED	SECURITY REQUIREMENTS
	<p>numbers as permitted by s.119.071, F.S.</p>	
<p>Certified law enforcement officers of Federal law enforcement agencies and all Florida law enforcement agencies, including but not limited to, Florida state attorney's offices, the Florida Attorney General's office, and Florida Department of Corrections, and their authorized users</p>	<p>All records except those that are expunged or sealed, automatically confidential under rule 2.420(d)(1), or made confidential by court order.</p> <p>Access to social security numbers as permitted by s.119.071, F.S.</p> <p>Access to HIV test results as permitted by ss. 775.0877, 951.27, and 960.003, F.S.</p> <p>Access to sexually transmitted disease results as permitted by s. 384.29(1), F.S.</p> <p>Access to birth certificates as permitted by s. 382.013(5), F.S.</p> <p>Access to mental health records as permitted by s. 916.107(8), F.S.</p> <p>Access to addresses of domestic violence victims, and identities of victims of sexual and child abuse when originating from law enforcement as permitted by s. 119.071(2), F.S.</p> <p>Access to children and families</p>	<p>Secure access through user name and password by written notarized agreement. Agency gatekeeper is responsible for maintaining an authorized user list.</p>

USER GROUPS	ACCESS PERMITTED	SECURITY REQUIREMENTS
	<p>in need of services records as permitted by s. 984.06(3), F.S.</p> <p>Access to juvenile records as permitted by s. 39.0132(4)(a)(1), F.S.</p> <p>Access to juvenile delinquency records as permitted by s. 985.04, F.S.</p> <p>Access limited to law enforcement personnel who require access in performance of their official job duties.</p>	
<p>Department of Children and Families personnel, or authorized service providers of the agency</p>	<p>All records except those that are expunged or sealed, automatically confidential under rule 2.420(d)(1), or made confidential by court order.</p> <p>Access to social security numbers as permitted by s. 119.071, F.S.</p> <p>Access to birth certificates as permitted by s. 382.013(5), F.S.</p> <p>Access to children and families in need of services records as permitted by s. 984.06(3), F.S.</p> <p>Access to juvenile records as permitted by s. 39.0132(3), F.S.</p> <p>Access to juvenile delinquency records as permitted by s. 985.04, F.S.</p> <p>Access to records is limited to agency personnel and service</p>	<p>Secure access through user name and password by written notarized agreement. Agency gatekeeper is responsible for maintaining authorized user list.</p>

USER GROUPS	ACCESS PERMITTED	SECURITY REQUIREMENTS
	providers who require access in performance of their official job duties.	
Commercial purchasers of bulk records	<p>All records except those that are expunged or sealed, automatically confidential under rule 2.420(d)(1), or made confidential by court order.</p> <p>No remote access to images of records in cases governed by the Florida Family Law Rules of Procedure, Florida Rules of Juvenile procedure, or Florida Probate Rules, pursuant to s. 28.2221(5)(a), F.S.</p>	Secure access through user name and password by written notarized agreement. Commercial purchaser gatekeeper is responsible for maintaining an authorized user list.
Administrative	Access for administrative purposes only to manage accounts for an organization with multiple users	Secure access to maintain and update user accounts. Gatekeeper can represent an agency under a single notarized agreement.

ACCESS LEVELS

Access permitted to:

- A. All but expunged, or sealed under Ch. 943
- B. All but expunged, or sealed under Ch. 943, or sealed under rule 2.420
- C. All but expunged, or sealed under Ch. 943 and sealed under rule 2.420, or confidential
- D. All but expunged, sealed, or confidential; record images viewable upon request
- E. Case number, party names, dockets only
- F. Case number and party names only

- G. Case number only
- H. No access

Viewable on request access level applies to documents containing confidential information that must be redacted; this access level requires examination of the case file by a clerk to identify and redact confidential information before the record can be viewed. Requests for judicial orders will be reviewed by the clerk for redaction or application of security protocols consistent with these standards.

SECURITY

No sensitive security information should be presented on the user interface. Sensitive data shall be exchanged over trusted paths, or using adequate encryption between users, between users and systems, and between systems. The system must employ appropriate security and encryption measures to prevent disclosure of confidential data to unauthorized persons.

Minimum Technical Requirements:

1. Encryption (general public and authenticated)**
2. No “cut and paste” of workable links
3. Hyperlinks must not include authentication credentials
4. No access to live data; replicated records will be used for public access
5. Authenticated access for access beyond general public access
6. Monitor bulk data transfers to identify and mitigate abuses of the system by utilizing access programs using automated methods.

**Encryption protects the integrity of the record and prevents exposure to potential security risks. It also prevents authenticated users with higher access from sending links to information to non-authorized users.

INTEGRITY OF THE COURT RECORD

To protect the integrity and availability of the court record, public access will not be to the original record, but to a replicated and redacted version.

Online links shall be encrypted to prevent return access to a URL via “cut and pasting”. Link refresh times shall time out.

REDACTION

Redaction is the process of obscuring confidential information contained within a public record from view. Redacted portions of the record are blacked out. Redaction may be accomplished manually or through use of technology such as redaction software. Redaction software is used when information is in electronic form. If redaction software is used, it must identify and protect confidential records through redaction of confidential content. For efficiency, redaction software is preferred over manual processes when the files are in electronic form.

There are generally two levels of redaction:

- Level 1 -The system reads the images and uses the knowledge base to auto-redact suspect regions.
- Level 2 -Redacted images are presented to a first reviewer to accept or decline to redact selected data on the image.

Redaction software may not identify all sensitive data when the source is unreadable, such as with handwritten text or poor quality images. In these instances, a manual process must exist to review to review records that cannot be redacted by software. It is recommended that access to these records be limited to “available upon request”, to ensure proper review and redaction can be completed records are made available for on-line for viewing. The default view for judges is the non-redacted version of the record.

QUALITY ASSURANCE

Clerks must employ redaction processes through human review, the use of redaction software or a combination of both. Clerks must audit the process adopted at least annually for quality assurance and must incorporate into their processes new legislation or court rules relating to protection of confidential information. It is recommended that clerks advise commercial purchasers that court records are regularly updated, and encourage use of updated records.

PERFORMANCE

Search parameters for internet access to electronic records will be limited to the following:

A. Public User

1. case type
2. case number
3. party name
4. citation number
5. date range

B. Authenticated Users may have more robust search features than public users.

Non-confidential data or data accessed by an authenticated user may be viewed immediately. Some images may be "viewable on request" to allow time for the redaction process.

Online access to documents stored as images may be provided. Documents stored as images are “view only”. If a requested document is maintained by the clerk in a searchable format, the document may be provided to the public in that format, but only in response to a specific request. Search capability, if available, will be limited to such requested document and must not support automated bulk search requests.

Only authorized automated search programs, to be used solely on the indices, shall be used with the court’s electronic public access system. Automated search programs may not be used on any other component of the court’s electronic public access system. The court and clerk will

determine the criteria for authorization of any automated search programs. Such authorization may be revoked or modified at the discretion of the court and clerk.

ARCHIVAL REQUIREMENTS

Electronic records must be archived in a manner that protects the records from degradation, loss of content, or problems with software compatibility relative to the proper rendering of electronic records.

AUTHENTICATION REQUIREMENTS

Members of the general public do not require a username or password to access information that is generally available to the public. For information that is accessible to individuals or entities beyond general public access, users must be authenticated to verify their role and associated access levels. Users must subscribe to the access system, and provide information to verify their identity. Users are then assigned a login account. At a minimum, users accessing records and information beyond general public access must have a user name and password, and have the ability to change their password using self service within the access portal.

USER MAINTENANCE

Each state or local government agency or law office with personnel who access electronic records in a role that must be authenticated must assign a gatekeeper to notify clerk's office staff of employee or contractor changes. Each agency and law office must remove terminated employees or contractors and must accept responsibility for unauthorized access. The clerks must develop and maintain agreements clearly defining responsibilities for user maintenance.

ACCESS SECURITY MATRIX



Access Security
Matrix v6 December 2

Appendix O – Technical And Functional Standards for Digital Court Recording

Technical and Functional Standards for Digital Court Recording

As of February 2015

Overview

This document provides detailed specifications for Digital Court Recording (DCR) systems which meet the court's needs for operating and managing the recording of court proceedings and hearings for the purpose of providing transcripts of court proceedings as mandated by Florida Statutes. These specifications will be updated on a regular basis and will be applied progressively to future purchases as of the date approved by the Florida Courts Technology Commission.

The initial focus of these standards is to record the audio and in some cases the video of court proceedings using a digital court recording system. The system is setup in a series of repositories encompassing many recorded rooms that may be accessible within a networked environment. This configuration shall provide for ease of administration and disaster recovery preparations as defined in this document.

DCR Technical and Functional Requirements

1). Produce a Quality Recording

The integrated DCR system must be able to produce high quality digital masters for archival preservation of the recording of a court proceeding. It is essential that the system playback feature accurately represents the recording of court proceedings. The quality of the digital recording must be clear and distinct, and accurate for use by the legal and judicial community for transcription. The system must have the ability to record on multiple channels determined by the room size, number of microphones, type of proceeding and other engineering requirements.

Base Configuration Requirements

- Audio recordings will be recorded at a minimum sampling rate of 44.1KHz at 16 bits
- Playback capability to the recorded room must be supported
- Remote monitoring over a WAN requires bandwidth management to ensure overall operation of the LAN/WAN is not negatively impacted.
 - Remote monitoring over a LAN, the bandwidth usage should not exceed 500Kbps per recorded room.
 - Remote monitoring over the WAN, whether one court room or multiple, the bandwidth utilization shall not exceed 500Kbps. The recommended standard is 384Kbps.
 - For remote monitoring over the WAN, the quality expectation should be not more than 15 frames per second. For capturing the video on the LAN, the quality expectation is at least 30 frames per second. Mpeg4 Layer 10, H.264 is preferred.
 - To retrieve a recording from a remote server over the WAN, the bandwidth usage should not exceed 384Kbps. File transfers can utilize higher percentages of

available line speed if done after hours. If file transfers are done during normal business hours, they should not exceed 384Kbps and should not impact regular business.

- Changes to bandwidth requirements are allowed with local court approval in consideration of available local resources.
 - The voice traffic shall be QOS prioritized.
 - Recommended QOS tag should be DSCP AF41 (this makes DCR in compliance with video teleconference standards).
- Standard Courtroom – minimum 4 Channel recording.
 - Hearing Room – minimum 2 Channel recording.
 - Backup, fault-tolerant recording – at a minimum a 1 Channel mixed recording.
 - Portable laptop/self contained units – 2 Channel recording with a minimum of two microphones with the ability to archive back to the main system.
 - Handheld Recorder – single channel recording on a portable recorder

All system configurations must have the ability to verify the status of the recorded audio for the primary and backup recording systems as the system is recording. At a minimum, the DCR system must be able to record and provide playback of the recording.

Microphones are assigned to specific channels for higher quality recording and isolation of audio on the channel for clarity purposes.

2). Automate Processes of Digital Court Recording

Automatic Record Operation

The DCR system shall include an automated record activation feature to allow for unattended operation using a user configurable scheduler. When enabled, the DCR system should record the spoken word automatically, unattended, without operator involvement. Scheduled activation shall allow for multiple recording events to be programmed using varied scheduled dates, including starting times and duration of recordings, and VOX. These scheduled events will be on a per court proceedings basis, and shall be flexible to allow varied events at different times. For maximum effectiveness, recorded conversation should be comprehensive, without loss of spoken word or phrase.

Storage and Archiving

The DCR system shall organize recordings using an indexed data structure that can be easily backed up and recovered by the user. The purpose of the data structure is for organizing the recordings in a manner that allows for easy search and location of requested recordings for review or transcription. Data structures should have the ability to accommodate a web based interface for ease of access for limited use such as search and listen, if required for local court needs.

The DCR Application shall utilize a centralized and distributed index which is redundant for failsafe operation. Archiving methods should utilize industry standard technologies and methods

for backup, storage, recovery, and organization of archival digital recordings. The backups should be flexible enough to allow for offsite storage of the records. Archives should be indexed using an automatic numbering scheme for labeling and easy identification for retrieval.

All recording servers used in support of the central recording model must have archival systems that operate mutually exclusive of each other. Primary and secondary recordings shall archive to different archival systems to preserve a redundant copy of the record in separate locations. The software must maintain a searchable index of archived recordings detailing time and date stamps as well as labeling that would allow for immediate identification of needed records. Vendor provided archive servers must have enough storage capacity to maintain on-line storage of digital recordings for a minimum period of six months.

Centralized Monitoring Over Distributed Network

An integrated DCR system enables operators to hear, see, and record audio and video in real time. By leveraging network based systems to listen to and observe court proceedings activity, operators can efficiently monitor several rooms simultaneously from a remote location over the court's local or wide area network if required.

In order to effectively monitor a court proceeding, the DCR system must allow an operator to view sound level indicators of each audio channel with ease. The operator must be able to clearly and distinctly listen to the recorded audio or channels of sound to determine and monitor the quality of the recording. Separate audio channels allow the listener the ability to isolate the microphone/speaker on an individual channel allowing for greater clarity. Closed circuit or network based video cameras are also an important component of the system that allows for centralized monitoring and identification of speakers and events in the court proceedings as well as the option of capturing video with the record.

However, the DCR system should provide an operator with the capability to centrally monitor at least four integrated court proceedings remotely in a LAN environment, using a business class desktop computer or workstation.

The DCR system must provide for a comprehensive graphical user interface to enable a DCR operator to:

1. View a list of monitored court proceedings.
2. Read status indicator(s) of court recording activity.
3. View live images of at least four court proceedings on a single display.
4. Display on screen messaging including status, time and date stamp, and allow for input of the case identifier(s).
5. Room switching must be an integrated part of the software.

User Interface

The DCR system must provide a visual user interface for court personnel to monitor, record, and playback recordings of court proceedings. User profiles should allow for customized levels of

access and administrative control of the system to prevent unauthorized use and/or damage to the system. Rule based security must be part of the application, and at a minimum events shall be logged by user name with date and time stamps.

Operators must have the ability to perform basic recording control features such as start, stop, pause recording, and playback of audio to a sound reinforcement system in a recording room either locally or remotely.

The DCR software should provide methods to assist with identifying an active speaker during recording. Monitors and operators should have the ability to input relevant annotations that are attached to the recording using a standard computer keyboard.

3). Preserve Integrity of the Record

It is important that the DCR system preserve the integrity of the electronic record after a court proceeding has been recorded through appropriate system configuration or storage medium, whether on fixed disk or removable media. The recordings must be tamper resistant with provisions to ensure that the record cannot be tampered with after it is recorded into the system. The archive and redundancy systems must have “record over” protection. The DCR System must offer backup methodologies consistent with the court’s requirements for the protection and recovery of its records. At a minimum the system must allow for the offsite backup of the data structure and recordings.

Provisions must be made to provide for fail-safe operation and maximum uptime. Although fixed disks are reliable, all server equipment responsible for recording should have no single point of failure. System power considerations should be planned during the installation phase to allow for 15 minutes of continued operations at all levels of the system to allow for controlled shutdown during extended power outages, and to reduce loss of recording of proceedings and system damage. Power considerations should include at a minimum the server bank, switches, routers, and workstations associated with monitoring and recording.

In complex configurations where equipment is responsible for recording multiple recording rooms using one or more servers, the DCR system must have a secondary/backup method. The backup method must operate independent of the primary recording server to provide for redundant, fault tolerant operations. It is expected that all participating recorded rooms provide an independent composite audio channel to the secondary/backup system. All primary servers must be configured to provide and support RAID Level 5 for all fixed disks and secondary servers RAID 1.

The DCR system must be able to copy recorded content immediately following the end of the proceeding to portable media such as CD-ROM or DVD. The system must also allow for full backup of recordings and data structures using industry standard backup software and methods. The DCR system must allow for network and user profile based security to control levels of access and prevent unauthorized access and potential damage, which shall be incorporated into the application. The system should allow for stronger security if it is deemed necessary. The

system must support the ability to seal all or portions of the recordings utilizing user authorization, encryption, and seal keys.

The DCR system must be protected by anti-virus and anti-spam technologies to avoid loss of data. Remote access by vendors for purposes of working or maintaining systems shall be done in a secure manner in alignment with the court's security standards and expectations both at the state and local level. The system shall not allow for access without court approval. DCR systems shall be designed in a manner that would not preclude it from being updated to work with new releases of Operating Systems. It must also accept regular security and software patches to the Operating System.

4). File Association

The DCR system must be able to associate all related content with the recorded event such as audio, video, annotations and machine understandable data (metadata) to be viewed as a single digital record.

5). Provide Search and Access for Recordings

It is expected that all DCR technology must be accessible for operation over a networked environment. Systems must be capable of streaming live or pre-recorded audio to select users over court network. The system should be capable of delivering this feature to a Web server over the Internet using appropriate security. Additionally, the DCR system must be capable of serving audio and/or video "on demand" to court personnel over network or made available to Internet users through secure Web servers.

Each recording shall be labeled in a logical sequence where it can be identified and accessed in the event the data structure/index fails. At a minimum, each recording shall be labeled with the date, time, and recording room when placed in the data structure. Random labeling of recordings will seriously impair the ability of the recording to be identified in the event of an index corruption or failure. If the data structure has to be rebuilt, the logical labeling of recordings offers a built in structure that can be easily integrated into a new index. All recorded information must be indexed and searchable through a common interface. Recordings must be searchable using a case identifier, filenames, date and time stamps, and annotations as well as any associated metadata captured during and after the recording.

All recordings must be accessible through a common index and made available for searching immediately after it has been recorded.

The DCR system must provide meaningful reports to assist in management of common and relevant analytical and operational information including recording utilization, recording storage capacity, audit logs and security access information.

DCR Technical Constraints

Quality of DCR System Software

The Appellate and Circuit Courts utilize standardized operating systems, and are continually upgrading to new releases. The DCR system should be compatible with all major platforms and should not use proprietary hardware or software. The system should support open standards including but not limited to HTML, ODBC/JDBC, TCP/IP, and XML that can be utilized to facilitate search requests, data retrievals, electronic submission and transport of all digital data. Stable open source server platforms that are OS independent are acceptable.

Software installation

Installation routines that feature both text-mode and graphical user interfaces including the use of W3C HTML 3.0 compliant web browsers, supporting a wide variety of video hardware at reasonable color depths and resolutions. In cases where the graphical interface is not desired or supported, a text mode interface must be made available to provide the user with the same functionality. The text mode installation should spare the novice the intimidation of a command prompt. The text interface should provide a friendly script driven interface to the text mode installer. The DCR software application should be independent of the operating system version.

Driver support

The system shall utilize an automatic hardware detection system to discover hardware, OS kernel version and server drivers to use with devices such as Firewire, PCI, AGP, USB, and PCMCIA devices. The vendor must provide timely support for driver support, updates, and functionality.

Version control

All packages, including drivers, audio applications, and servers related to multimedia, operating system and kernel patches, will be provided in their latest version, to be fully tested by the systems integrators and court staff. System upgrades should be equally applied to avoid having multiple versions of an application running in the DCR environment that could frustrate future troubleshooting processes.

Sound architecture support

The DCR software should fully support standard sound interfaces and APIs on workstations and servers. It is expected that all audio software interfaces are certified by the manufacturer for operation within the intended environment, including consumer sound cards to professional multichannel audio interfaces. The DCR software should be fully modular including support for symmetrical multi processors and have thread safe design. The audio file structure shall be exportable open source formats such as .wav, .mp3, .avi, .au or similar industry standard playable by any open source playback software. Server environments shall provide the same level of 3rd party vendor support, functionality, and ease of integration into the DCR

environment.

Usability considerations

The Court supports standardized browsers and all court staff are able to access Web based services using these browsers. The user interface must be optimized for use with the screen size of 1024 x768 pixels. However, only features supported by the browser that are aligned with W3C standards should be used for core functionality. In addition to the W3C markup and style sheet standards, all user interfaces that are developed, procured, or otherwise acquired on or after July 1, 2006, must comply with the requirements of the Florida Accessibility of Information and Technology Act (see sections 282.601-282.606, Florida Statutes) and the Standards Applicable to Electronic and Information Technology as set forth in Rule 60EE-1.002, Florida Administrative Code.

DCR Standards and Functions Summary

Required

1. Must be able to produce high quality digital masters for archival preservation of the recording in a court proceeding.
2. Recording must be clear and distinct and accurate for use by legal and judicial community for transcription.
3. Must have the ability to record on multiple channels.
4. Audio recordings will be recorded at a minimum sampling rate of 44.1KHz at 16 bits.
5. Playback capability to the recorded room must be supported.
6. For remote monitoring over the LAN, bandwidth should not exceed 128 Kbps and shall not exceed 512Kbps per recorded room.
7. For remote monitoring the WAN, bandwidth usage should not exceed 384Kbps and shall not exceed 512Kbps.
8. For retrieving recordings over the WAN, bandwidth should not exceed 384Kbps and shall not exceed 512Kbps.
9. Voice traffic shall be QOS prioritized.
10. Standard Courtrooms shall have a minimum of 4 channels.
11. Hearing rooms shall have a minimum of 2 channels.
12. Backup fault tolerant recording shall have a minimum of 1 channel mixed recording.
13. Laptops or standalone units shall have a minimum of 2 channels of recording with the ability to archive back to the main system.
14. Handheld recorder shall have a single channel recorder.
15. All system configurations must have the ability to verify the status of the recorded audio for the primary and backup recording systems as the system is recording. The system must be able to record and provide playback of the recording.
16. System shall include an automated record activation feature to allow for unattended operation using a user configurable scheduler.
17. Scheduled activation shall allow for multiple recording events to be programmed using varied scheduled dates, including starting times and duration of recordings, and VOX.
18. Scheduled events will be on a per court proceedings basis, and shall be flexible to allow varied events at different times.
19. The DCR system shall organize recordings using an indexed data structure that can be easily backed up and recovered by the user.
20. The DCR system must utilize a centralized and distributed index which is redundant for failsafe operation.
21. All recording servers used in support of the central recording model must have archival systems that operate mutually exclusive of each other.
22. Primary and secondary recordings shall archive to different archival systems to preserve a redundant copy of the record in separate locations.

23. The software must maintain a searchable index of archived recordings detailing time and date stamps as well as labeling that would allow for immediate identification of needed records.
24. Vendor provided archive servers must have enough storage capacity to maintain on-line storage of digital recordings for a minimum of six months.
25. The DCR system must allow an operator to view sound level indicators of each audio channel with ease.
26. The operator must be able to clearly and distinctly listen to the recorded audio or channels of sound to determine and monitor the quality of the recording.
27. The DCR system must provide for a comprehensive graphical user interface to enable a DCR operator to:
 - a. view a list of monitored court proceedings
 - b. Read status indicator(s) of court recording activity
 - c. view live images of at least four court proceedings
 - d. display on screen messaging including status, time and date stamp, and allow for input of the case identifier(s)
 - e. Room switching must be an integrated part of the software
28. The DCR system must provide a visual user interface for court personnel to monitor, record, and playback recordings of court proceedings.
29. Rule based security must be part of the application, and at a minimum events shall be logged by user name with date and time stamps.
30. Operators must have the ability to perform basic recording control features such as start, stop, pause recording, and playback of audio to a sound reinforcement system in a recording room either locally or remotely.
31. The recordings must be tamper resistant with provisions to ensure that the record cannot be tampered with after it is recorded into the system.
32. The archive and redundancy system must have “record over” protection.
33. The DCR System must offer backup methodologies consistent with the court’s requirements for the protection and recovery of its records (I&I).
34. At a minimum, the system allow for the offsite backup of the data and recordings.
35. Provisions must be made to provide for fail safe operation and maximum uptime.
36. In complex configurations where equipment is responsible for recording multiple recording rooms using one or more servers, the DCR system must have a secondary/backup method. The backup method must operate independent of the primary recording server to provide for redundant, fault tolerant operations.
37. All primary servers must be configured to provide and support RAID Level 5 for all fixed disks and secondary servers RAID 1.
38. The DCR system must be able to copy recorded content immediately following the end of the proceeding to portable media such as CD-ROM or DVD.
39. The system must also allow for full backup of recordings and data structures using industry standard backup software and methods.

40. The DCR system must allow for network and user profile based security to control levels of access and prevent unauthorized access and potential damage, which shall be incorporated into the application.
41. The system must support the ability to seal all or portions of the recordings utilizing user authorization, encryption, and seal keys.
42. The DCR system must be protected by anti-virus and anti-spam technologies to avoid loss of data
43. Remote access by vendors for the purposes of working or maintaining systems, shall be done in a secure manner in alignment with the court's security standards and expectations both at the state and local level.
44. The system shall not allow for access without court approval.
45. DCR systems shall be designed in a manner that would not preclude it from being updated to work with new releases of operating systems, and must accept regular security and software patches to the operating system.
46. The DCR System must be able to associate all related content with the recorded event such as audio, video, annotations and machine understandable data (metadata) to be viewed as a single digital record.
47. DCR technology must be accessible for operation over a network environment.
48. Systems must be capable of streaming live or pre-recorded audio to select users over the court network.
49. The DCR system must be capable of serving audio and/or video on demand to court personnel over network or made available to the Internet users through secure Web servers.
50. Each recording shall be labeled in a logical sequence where it can be identified and accessed in the event the data structure/index fails. At a minimum each recording shall be labeled with the date, time, and recording room when placed in the data structure.
51. All recorded information must be indexed and searchable through a common interface
52. Recordings must be searchable using a case identifier, filenames, data and time stamps, and annotations as well as any associated metadata captured during and after the recording
53. All recordings must be accessible through a common index made available for searching immediately after it has been recorded.
54. The DCR system must provide meaningful reports to assist in management of common and relevant analytical and operational information including recording utilization, recording storage capacity, audit logs and security access information.
55. The system shall utilize an automatic hardware detection system to discover hardware, OS kernel version and server drives to use with devices such as Firewire, PCI, AGP, USB and PCMCIA devices
56. The vendor must provide timely support for driver support, updates, and functionality.
57. In cases where the graphical interface is not desired or supported, a text mode interface must be made available to provide the user with the same functionality.

58. All packages, including drivers, audio applications, and servers related to multimedia, operating system, and kernel patches will be provided in their latest version, to be fully tested by the systems integrators and court staff.
59. Audio file structure shall be exportable to open source formats such as .wav, .mp3, .avi, .au or similar industry standard playable by any open source playback software.
60. Server environments shall provide the same level of 3rd party vendor support, functionality, and ease of integration into the DCR environment.
61. The user interface must be optimized for use with the screen size of 1024X768 pixels.
62. The system must comply with the requirement of the Florida Accessibility of Information and Technology Act (see sections 282.601-282.606, Florida Statutes) and the Standards Applicable to Electronic and Information Technology as set forth in Rule 60EE-1.002, Florida Administrative Code.
63. Monitors must have the ability to input relevant annotations that are attached to the recording using a standard computer keyboard.

Recommended

1. Data structures should have the ability to accommodate a web based interface for ease of access for limited use such as search and listen, if required for local court needs.
2. For monitoring, the quality expectation should be at least 30 frames per second for video. For capturing video.
3. For capturing video, the quality expectation should be at least 15 frames per second.
4. Mpeg4 Layer 10 and H.264 for video is preferred.
5. Higher bandwidth allowed after hours, should not impact regular business, and bandwidth requirements can be changed with local court approval based on availability of local resources.
6. The DCR system should record the spoken word automatically, unattended, without operator involvement when the scheduler is enabled.
7. When the scheduler is enabled, the recorded conversation should be comprehensive, without loss of spoken word or phrase.
8. Data structures should have the ability to accommodate a web based interface for ease of access for limited use such as search and listen, if required for local court needs.
9. Archiving methods should utilize industry standard technologies and methods for backup, storage, recovery, and organization of archival digital recordings.
10. Backups should be flexible enough to allow for offsite storage of records.
11. Archives should be indexed using an automatic numbering scheme for labeling and easy identification for retrieval.
12. The DCR system should provide the operator with the capability to centrally monitor at least four integrated court proceedings remotely in a LAN environment, using a business class desktop computer or workstation.
13. User profiles should allow for customized levels of access and administrative control of the system to prevent unauthorized use and/or damage to the system.
14. DCR software should provide methods to assist with identifying the active speaker during recording.
15. All server equipment responsible for recording should have no single point of failure.
16. System power considerations should be planned during the installation phase to allow for 15 minutes of continued operations at all levels of the system to allow for controlled shutdown during extended power outages, and to reduce the loss of recording of proceedings and system damage.
17. The system should allow for stronger security if it is deemed necessary.
18. The system should be capable of delivering streaming live or pre recorded audio to select users through a web server over the Internet with appropriate security.
19. The DCR system should be compatible with all major platforms and should not use proprietary hardware or software.

20. The system should support open standards including but not limited to HTML, ODBC/JDBC, TCP/IP, and XML that can be utilized to facilitate search requests, data retrievals, electronic submission and transport of all digital data.
21. Stable open source server platforms that are OS independent are acceptable.
22. If a text mode interface is used, the installation should spare the novice the intimidation of a command prompt and provide a friendly script driven interface to the text mode installer.
23. System upgrades should be equally applied to avoid having multiple versions of an application running in the DCR environment that could frustrate future troubleshooting processes.
24. DCR software should fully support standard sound interfaces and APIs on workstation and servers.
25. DCR software should be fully modular including support for symmetrical multi processors and have thread safe design.

Appendix P – Core Technology Functions

Support for Minimum Level of Technology

Core Functions

Listed below are core technology functions, as compiled by a subgroup of the Trial Court Technology Funding Strategies Workgroup, with the objective of identifying the minimum core functions that any court should be able to perform.

Server Management:

- Maintain and support the server infrastructure, storage, E-mail, virtual servers/infrastructure, backup server data, upgrades and server migration
- Qualifications – Data Center Engineer –

Network Services:

- Maintain and support all components comprising data, voice, video, wireless and security - infrastructure, disaster recovery, redundancy, and connectivity with other agencies/circuits
- Qualifications – Network Engineer – CCNP (Cisco Certified Network Professional)

Electronic Document Management:

- Configure, maintain and support devices connected to the network such as multifunctional devices, printers, scanners, faxes, etc.
- Provide print/scanning/faxing services to customers (internal and external)

Audio/Video Services:

- Provide support and operational services for audio and visual systems and cabling

Project Management:

(Depends on the circuit technology model and size of the circuit.)

- Manages projects, sets expectations and maps the benefits to the organizational needs and assures the solution will meet design objectives.
- Qualifications – PMP (Project Management Professional)

Help Desk/Desktop/Training:

- Provide Level 1-2 user support for any computer and application issues
- Provide training for new technologies/applications
- On Call/After Hours Support

Multi-Media Services:

- Provide development, support and maintenance for the court's website

Application Development:

- Provide application development, support and maintenance for the Judicial Viewer application - As well as other software to assist in the efficient electronic processing of the court's work flow

- Does not include costs for enhanced functionality needs identified in the future

Digital Court Reporting:

- Provide maintenance and support on the digital court reporting hardware and software

Court Interpreting:

- Provide maintenance and support on the remote court interpreting hardware and software

Appendix Q – Court Reporting
Statistics: Due Process
Technology Inventory

Court Reporting Statistics
First Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Escambia	Digital A/V	03-04	13	6
		04-05	12	10
		05-06	11	21
		06-07	10	6
		14-15	2	7
		16-17	0	5
	Handheld	06-07	10	11
	Infrastructure	03-04	13	1
		05-06	11	2
		06-07	10	8
		14-15	2	3
	Primary Server	05-06	11	1
		14-15	2	5
	Real-Time Hardware	05-06	11	4
		06-07	10	1
	Secondary Server	05-06	11	3
		06-07	10	1
		14-15	2	3
	Standalone Workstation	06-07	10	1
	Stenographic Hardware	02-03	14	1
		05-06	11	4
		10-11	6	3
		14-15	2	6
		15-16	1	1
		16-17	0	1
	Transcription Workstation	05-06	11	19
		12-13	4	4
		14-15	2	9
		16-17	0	3

Court Reporting Statistics
First Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Okaloosa	Digital A/V	03-04	13	2
		05-06	11	2
		06-07	10	2
		10-11	6	20
		15-16	1	2
	Handheld	06-07	10	11
	Infrastructure	03-04	13	1
		06-07	10	1
		10-11	6	3
		15-16	1	3
	Primary Server	03-04	13	1
		05-06	11	1
		10-11	6	2
		15-16	1	1
	Real-Time Hardware	06-07	10	2
	Secondary Server	03-04	13	1
		06-07	10	1
		10-11	6	1
		15-16	1	3
	Stenographic Hardware	02-03	14	2
		04-05	12	1
		10-11	6	2
	Transcription Workstation	05-06	11	4
		14-15	2	1
Video Server	15-16	1	1	

Court Reporting Statistics
First Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Santa Rosa	Digital A/V	05-06	11	15
		12-13	4	2
	Handheld	06-07	10	14
	Infrastructure	05-06	11	1
		06-07	10	2
		12-13	4	2
	Primary Server	05-06	11	2
		12-13	4	1
	Real-Time Hardware	06-07	10	1
	Secondary Server	05-06	11	1
		06-07	10	1
		12-13	4	1
	Stenographic Hardware	Prior to 01-02	16	1
		10-11	6	2
		15-16	1	2
	Transcription Workstation	05-06	10	4
		12-13	4	1
14-15		2	2	
16-17		0	3	
Walton	Handheld	06-07	10	2
	Infrastructure	06-07	10	2
	Secondary Server	06-07	10	1
	Stenographic Hardware	Prior to 01-02	16	1
		10-11	6	1
		15-16	1	2
	Transcription Workstation	04-05	12	2
06-07		10	3	
14-15		2	1	

Court Reporting Statistics
Second Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Franklin	Digital A/V	15-16	1	2
	Infrastructure	14-15	2	2
	Primary Server	12-13	4	4
	Secondary Server	12-13	4	4
Gadsden	Analog A/V	12-13	4	1
		15-16	1	1
	Infrastructure	14-15	2	3
		12-13	4	3
	Primary Server	13-14	3	3
		14-15	2	3
	Secondary Server	12-13	4	3
		13-14	3	3
Video Server	16-17	0	1	
Jefferson	Infrastructure	14-15	2	1
	Primary Server	12-13	4	2
		15-16	1	1
	Secondary Server	12-13	4	2

Court Reporting Statistics
Second Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Leon	Digital A/V	03-04	13	1
		05-06	11	1
		05-07	10	1
		05-08	9	1
		05-09	8	1
		14-15	2	13
		15-16	1	3
	Infrastructure	04-05	12	1
		05-06	11	1
		05-07	10	1
		07-08	9	1
		12-13	4	1
		16-17	0	1
	Other Digital Computer Hardware	12-13	3	6
	Primary Server	12-13	4	32
		14-15	2	1
		15-16	1	1
		16-17	0	1
	Secondary Server	05-06	11	1
		12-13	4	2
13-14		3	1	
14-15		2	1	
16-17		0	1	
Transcription Workstation	03-04	13	1	
	11-12	5	14	
	16-17	0	9	
Liberty	Infrastructure	14-15	2	1
	Primary Server	12-13	4	2
		15-16	1	1
Secondary Server	12-13	4	2	
Wakulla	Analog A/V	16-17	0	1
	Infrastructure	14-15	2	2
	Primary Server	12-13	4	4
		15-16	1	2
	Secondary Server	12-13	4	4

Court Reporting Statistics
Third Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Columbia	Digital A/V	05-06	11	1
		15-16	1	1
		16-17	0	7
	Infrastructure	05-06	11	1
	Other Digital Computer Hardware	07-08	9	1
		12-13	4	8
		15-16	1	1
	Primary Server	05-06	11	1
		11-12	5	2
	Real-Time Hardware	04-05	12	1
		06-07	10	1
	Secondary Server	05-06	11	2
	Standalone Workstation	05-06	11	2
		15-16	1	1
Stenographic Hardware	Prior to 01-02	16	2	
	05-06	11	1	
Dixie	Digital A/V	16-17	0	3
	Infrastructure	05-06	11	1
	Other Digital Computer Hardware	07-08	9	1
		12-13	4	3
		13-14	3	1
	Primary Server	05-06	11	1
Secondary Server	05-06	11	1	
Hamilton	Digital A/V	16-17	0	3
	Infrastructure	05-06	11	1
	Other Digital Computer Hardware	12-13	4	2
	Primary Server	05-06	11	1
Lafayette	Digital A/V	15-16	1	1
		16-17	0	1
	Infrastructure	05-06	11	1
	Other Digital Computer Hardware	12-13	4	2
		13-14	3	1
	Primary Server	05-06	11	1
Secondary Server	05-06	11	1	

Court Reporting Statistics
Third Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Madison	Digital A/V	16-17	0	4
	Infrastructure	05-06	11	1
	Other Digital Computer Hardware	12-13	4	3
		16-17	0	1
	Primary Server	05-06	11	1
	Secondary Server	05-06	11	1
Suwannee	Digital A/V	15-16	1	2
		16-17	0	2
	Infrastructure	05-06	11	1
	Other Digital Computer Hardware	12-13	4	5
	Primary Server	05-06	11	1
	Real-Time Hardware	04-05	12	1
		06-07	10	1
	Secondary Server	05-06	11	1
	Standalone Workstation	03-04	13	1
		15-16	1	1
Stenographic Hardware	05-06	11	1	
Taylor	Digital A/V	16-17	0	4
	Infrastructure	05-06	11	1
	Other Digital Computer Hardware	12-13	4	4
	Primary Server	05-06	11	1
	Secondary Server	05-06	11	1

**Court Reporting Statistics
Fourth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Clay	Digital A/V	05-06	11	10
		06-07	10	19
		07-08	9	2
		09-10	7	26
		13-14	3	2
	Infrastructure	05-06	11	1
		06-07	10	17
		09-10	7	1
	Other Digital Computer Hardware	05-06	11	1
		06-07	10	7
		08-09	8	1
		09-10	7	24
		13-14	3	1
	Primary Server	13-14	3	1
		15-16	1	1
	Secondary Server	13-14	3	1
		15-16	1	1
	Standalone Workstation	05-06	11	1
		13-14	3	1
		14-15	2	3

Court Reporting Statistics
Fourth Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Duval	Digital A/V	04-05	12	4
		06-07	10	7
		07-08	9	2
		08-09	8	4
		10-11	6	89
		13-14	3	10
		15-16	1	24
	Infrastructure	04-05	12	3
		08-09	8	5
		13-14	3	1
		14-15	2	3
		15-16	1	7
	Other Digital Computer Hardware	04-05	12	18
		07-08	9	2
		08-09	8	11
		10-11	6	50
		13-14	3	3
		14-15	2	1
		15-16	1	36
	Primary Server	08-09	8	4
		15-16	1	6
	Secondary Server	08-09	8	4
		15-16	1	1
	Standalone Workstation	04-05	12	9
06-07		10	3	
08-09		8	2	
13-14		3	2	
14-15		2	6	
15-16		1	42	

**Court Reporting Statistics
Fourth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Nassau	Digital A/V	04-05	12	2
		05-06	11	1
		08-09	8	4
		10-11	6	3
		15-16	1	8
	Infrastructure	08-09	8	3
	Other Digital Computer Hardware	04-05	12	2
		06-07	10	2
		08-09	8	3
		15-16	1	4
	Primary Server	08-09	8	1
		15-16	1	1
	Secondary Server	08-09	8	2
		15-16	1	1
	Standalone Workstation	04-05	12	1
		08-09	8	2
		10-11	6	1
		15-16	1	8

**Court Reporting Statistics
Fifth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Citrus	Analog A/V	05-06	11	2
		06-07	10	1
		07-08	9	2
		08-09	8	1
		09-10	7	1
		12-13	4	2
		13-14	3	1
		14-15	2	1
		15-16	1	4
		16-17	0	8
	Digital A/V	03-04	13	1
		05-06	11	9
		06-07	10	1
		08-09	8	1
		15-16	1	9
		16-17	0	7
	Handheld	05-06	11	6
		16-17	0	1
	Infrastructure	05-06	11	4
		06-07	10	3
		07-08	9	2
		13-14	3	3
		14-15	2	2
	Other Digital Computer Hardware	16-17	0	2
		05-06	11	4
		10-11	6	1
		15-16	1	3
	Primary Server	16-17	0	3
		14-15	2	1
		15-16	1	3
	Secondary Server	14-15	2	1
		15-16	1	2

Court Reporting Statistics
Fifth Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Hernando	Analog A/V	01-02	15	1
		04-05	12	1
		06-07	10	1
		11-12	5	1
		12-13	4	1
		13-14	3	3
		14-15	2	1
		15-16	1	3
		16-17	0	1
	Digital A/V	04-05	12	9
		08-09	8	1
		11-12	5	6
		15-16	1	8
		16-17	0	1
	Handheld	05-06	11	9
		15-16	1	2
		16-17	0	2
	Infrastructure	04-05	12	4
		05-06	11	5
		06-07	10	1
		16-17	0	3
	Other Digital Computer Hardware	04-05	12	3
		11-12	5	1
		16-17	0	1
	Primary Server	15-16	1	1
	Real-Time Hardware	15-16	1	1
	Secondary Server	15-16	1	1
Standalone Workstation	03-04	13	1	
	04-05	12	1	

Court Reporting Statistics
Fifth Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Lake	Analog A/V	04-05	12	8
		06-07	10	4
		12-13	4	2
		13-14	3	5
		14-15	2	2
		16-17	0	2
	Digital A/V	04-05	12	3
		11-12	5	6
		16-17	0	1
	Handheld	04-05	12	13
		13-14	3	1
		16-17	0	1
	Infrastructure	04-05	12	3
		05-06	11	5
		06-07	10	1
		11-12	5	2
		12-13	4	2
		14-15	2	2
		16-17	0	2
	Other Digital Computer Hardware	04-05	12	5
		06-07	10	1
		11-12	5	6
		15-16	1	4
		16-17	0	4
	Primary Server	11-12	5	2
		14-15	2	1
	Secondary Server	11-12	5	1
14-15		2	1	
Standalone Workstation	13-14	3	1	
Video Server	11-12	5	1	

**Court Reporting Statistics
Fifth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Marion	Analog A/V	03-04	13	13
		04-05	12	1
		06-07	10	1
		07-08	9	2
		08-09	8	11
		11-12	5	10
		12-13	4	8
		13-14	3	2
		14-15	2	1
		16-17	0	1
	Digital A/V	03-04	13	3
		11-12	5	3
		12-13	4	22
		16-17	0	2
	Handheld	05-06	11	9
		06-07	10	1
		16-17	0	4
	Infrastructure	03-04	13	1
		04-05	12	10
		05-06	11	2
		06-07	10	1
		07-08	9	2
		08-09	8	21
		09-10	7	11
		14-15	2	2
	Other Digital Computer Hardware	03-04	13	8
		05-06	11	1
		06-07	10	1
		08-09	8	12
		14-15	2	1
		15-16	1	7
	Primary Server	11-12	5	2
		14-15	2	2
	Secondary Server	11-12	5	1
		14-15	2	1
	Standalone Workstation	03-04	13	5
		06-07	10	3
		13-14	3	1
	Video Server	11-12	5	2

Court Reporting Statistics
Fifth Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Sumter	Analog A/V	04-05	12	3
		06-07	10	2
		07-08	9	2
		12-13	4	1
		15-16	1	1
		16-17	0	4
	Digital A/V	04-05	12	3
		08-09	8	1
		11-12	5	1
		15-16	1	1
		16-17	0	1
	Handheld	05-06	11	3
		16-17	0	1
	Infrastructure	05-06	11	1
		06-07	10	2
		09-10	7	1
		16-17	0	1
	Other Digital Computer Hardware	06-07	10	2
		09-10	7	1
		14-15	2	2
		15-16	1	7
		16-17	0	1
Primary Server	14-15	2	2	
Secondary Server	14-15	2	1	

Court Reporting Statistics
Sixth Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Pasco	Analog A/V	04-05	12	3
	Digital A/V	08-09	8	2
		16-17	0	3
		04-05	12	23
	Other Digital Computer Hardware	05-06	11	1
		06-07	10	47
		07-08	9	24
		11-12	5	5
		15-16	1	1
	Primary Server	16-17	0	3
		15-16	1	1
	Secondary Server	15-16	1	1
	Stenographic Hardware	04-05	12	2
		13-14	3	7
		14-15	2	3
15-16		1	3	

**Court Reporting Statistics
Sixth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Pinellas	Analog A/V	04-05	12	10
		05-06	11	22
	Digital A/V	10-11	6	3
	Handheld	05-06	11	7
	Infrastructure	10-11	6	3
	Other Digital Computer Hardware	03-04	13	21
		04-05	12	33
		05-06	11	6
		06-07	10	2
		07-08	9	36
		08-09	8	8
		09-10	7	5
		10-11	6	5
		11-12	5	14
		12-13	4	1
		13-14	3	1
	Primary Server	15-16	1	3
	Secondary Server	15-16	1	4
	Standalone Workstation	15-16	1	1
	Stenographic Hardware	04-05	12	14
		14-15	2	1
		15-16	1	12
		16-17	0	1
Video Server	15-16	1	1	

**Court Reporting Statistics
Seventh Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Flagler	Handheld	07-08	9	1
		12-13	4	3
	Other Digital Computer Hardware	06-07	10	2
		07-08	9	5
	Primary Server	06-07	10	1
		15-16	1	1
	Real-Time Hardware	08-09	8	3
	Secondary Server	06-07	10	1
		10-11	6	1
		16-17	0	1
Stenographic Hardware	15-16	1	3	
Putnam	Analog A/V	15-16	1	6
	Handheld	14-15	2	1
	Infrastructure	03-04	13	2
		14-15	2	1
	Other Digital Computer Hardware	02-03	14	1
		05-06	11	1
		06-07	10	1
		10-11	6	3
		14-15	2	2
	Standalone Workstation	15-16	1	2
10-11		6	3	
14-15		2	3	
		15-16	1	9
St. Johns	Handheld	07-08	9	1
		08-09	8	1
	Infrastructure	05-06	11	1
	Other Digital Computer Hardware	06-07	10	1
		10-11	6	6
		13-14	3	1
		14-15	2	3
	Primary Server	10-11	6	1
		16-17	0	1
	Real-Time Hardware	15-16	1	2
	Secondary Server	10-11	6	1
		16-17	0	1
	Standalone Workstation	06-07	10	1
		10-11	6	3
		13-14	3	1
Stenographic Hardware	07-08	9	1	
Video Server	10-11	6	1	

**Court Reporting Statistics
Seventh Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Volusia	Analog A/V	06-07	10	1
		15-16	1	24
	Digital A/V	04-05	12	1
		14-15	2	1
	Handheld	12-13	4	1
	Infrastructure	05-06	11	1
		06-07	10	1
		14-15	2	1
	Other Digital Computer Hardware	04-05	12	3
		05-06	11	1
		06-07	10	1
		07-08	9	1
		09-10	7	1
		10-11	6	4
		12-13	4	4
		13-14	3	3
		14-15	2	6
		15-16	1	5
	Primary Server	16-17	0	2
		08-09	8	1
		10-11	6	1
		12-13	4	1
		14-15	2	1
	Secondary Server	15-16	1	2
		08-09	8	1
		10-11	6	3
		12-13	4	1
Standalone Workstation	16-17	0	3	
	06-07	10	1	
	13-14	3	4	

Court Reporting Statistics
Eighth Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Alachua	Analog A/V	02-03	14	1
		03-04	13	10
		04-05	12	9
		05-06	11	1
	Digital A/V	16-17	0	3
	Infrastructure	16-17	0	23
	Primary Server	08-09	8	2
	Secondary Server	07-08	9	1
		14-15	2	1
		16-17	0	2
	Stenographic Hardware	Prior to 01-02	16	1
		03-04	13	2
		05-06	11	5
		12-13	4	5
Real-Time Hardware	16-17	0	1	
	16-17	0	1	
Baker	Analog A/V	05-06	11	4
		08-09	8	1
	Infrastructure	16-17	0	4
	Primary Server	08-09	8	1
	Secondary Server	10-11	6	1
Bradford	Analog A/V	03-04	13	6
		14-15	2	2
	Digital A/V	16-17	0	1
	Infrastructure	16-17	0	5
	Other Digital Computer Hardware	05-06	11	1
	Secondary Server	10-11	6	1
Gilchrist	Analog A/V	06-07	10	2
		07-08	9	9
	Infrastructure	16-17	0	5
	Secondary Server	10-11	6	1
Levy	Analog A/V	04-05	12	5
		14-15	2	2
	Infrastructure	16-17	0	4
	Other Digital Computer Hardware	04-05	12	1
	Secondary Server	10-11	6	1
	Stenographic Hardware	12-13	4	1
Union	Analog A/V	05-06	11	4
	Digital A/V	16-17	0	1
	Infrastructure	16-17	0	3
	Secondary Server	10-11	6	1

**Court Reporting Statistics
Ninth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2015-16 Digital Court Reporting Inventory

*Updated data and

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Orange	Digital A/V	05-06	10	1
		08-09	7	16
		11-12	4	4
		13-14	2	3
		14-15	1	3
	Infrastructure	05-06	10	80
		11-12	4	1
	Primary Server	11-12	4	6
	Standalone Workstation	13-14	2	3

**Court Reporting Statistics
Tenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Hardee	Digital A/V	05-06	11	2
		07-08	9	1
		09-10	7	7
		10-11	6	9
		11-12	5	2
		14-15	2	6
		15-16	1	21
		16-17	0	4
	Infrastructure	04-05	12	1
		15-16	1	2
	Other Digital Computer Hardware	05-06	11	2
		14-15	2	1
	Primary Server	04-05	12	1
		09-10	7	3
	Secondary Server	04-05	12	2
		06-07	10	1
		09-10	7	2
		15-16	1	1
		16-17	0	1
	Standalone Workstation	04-05	12	1
		07-08	9	1
		08-09	8	1
		11-12	5	4
15-16		1	6	
Highlands	Analog A/V	04-05	12	7
		10-11	6	29
	Digital A/V	04-05	12	1
		06-07	10	1
		08-09	8	1
		09-10	7	38
		10-11	6	11
		11-12	5	5
		12-13	4	1
		15-16	1	43
	16-17	0	12	
	Infrastructure	04-05	12	2
		15-16	1	4
	Other Digital Computer Hardware	14-15	2	1
	Primary Server	08-09	8	1
	Secondary Server	09-10	7	1
		10-11	6	1
	Standalone Workstation	04-05	12	2
		11-12	5	1
		15-16	1	2

**Court Reporting Statistics
Tenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Polk	Analog A/V	01-02	15	1
		05-06	11	2
		06-07	10	8
		07-08	9	16
		16-17	0	3
	Digital A/V	01-02	15	1
		04-05	12	32
		06-07	10	10
		07-08	9	16
		08-09	8	40
		09-10	7	68
		10-11	6	16
		15-16	1	112
		16-17	0	44
	Infrastructure	04-05	12	2
		06-07	10	1
		15-16	1	9
	Other Digital Computer Hardware	14-15	2	3
		15-16	1	4
	Primary Server	06-07	10	1
		09-10	7	1
		12-13	4	2
		14-15	2	3
	Secondary Server	10-11	6	2
		14-15	2	3
	Standalone Workstation	04-05	12	1
		07-08	9	1
15-16		1	31	

**Court Reporting Statistics
Eleventh Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Miami-Dade	Digital A/V	07-08	9	1
		Prior to 01-02	16	1
	Handheld	06-07	10	3
	Infrastructure	10-11	6	58
		16-17	0	15
	Other Digital Computer Hardware	02-03	14	3
		04-05	12	9
		06-07	10	27
		10-11	6	7
		13-14	3	3
	Primary Server	10-11	6	1
	Real-Time Hardware	10-11	6	89
	Standalone Workstation	02-03	14	2
		04-05	12	11
		06-07	10	2
		10-11	6	5
		14-15	2	4
	16-17	0	74	

**Court Reporting Statistics
Twelfth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased	
DeSoto	Digital A/V	05-06	11	4	
	Other Digital Computer Hardware	05-06	11	2	
		10-11	6	2	
		14-15	2	2	
	Primary Server	14-15	2	1	
		15-16	1	1	
	Secondary Server	14-15	2	1	
		15-16	1	1	
Video Server	14-15	2	1		
Manatee	Digital A/V	05-06	11	2	
		07-08	9	25	
	Handheld	14-15	2	1	
	Other Digital Computer Hardware	07-08	9	1	
		Primary Server	05-06	11	2
			07-08	9	4
	13-14		3	4	
	Secondary Server	15-16	1	5	
		07-08	9	2	
		13-14	3	2	
	Standalone Workstation	15-16	1	1	
		05-06	11	2	
		13-14	3	2	
Stenographic Hardware	12-13	4	4		
Video Server	07-08	9	4		
Sarasota	Digital A/V	03-04	13	21	
		06-07	10	3	
	Handheld	14-15	2	1	
	Other Digital Computer Hardware	05-06	11	3	
		09-10	7	14	
		13-14	3	6	
	Primary Server	09-10	7	1	
		13-14	3	5	
		15-16	1	7	
	Secondary Server	13-14	3	4	
		15-16	1	4	
	Standalone Workstation	04-05	12	2	
		13-14	3	2	
	Stenographic Hardware	12-13	4	4	
Video Server	09-10	7	3		
	13-14	3	1		

**Court Reporting Statistics
Thirteenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Hillsborough	Analog A/V	02-03	14	14
		04-05	12	15
		05-06	11	330
		06-07	10	76
		08-09	8	70
		16-17	0	80
	Digital A/V	02-03	14	1
		03-04	13	4
		04-05	12	23
		05-06	11	2
		06-07	10	141
		07-08	9	12
		08-09	8	19
		09-10	7	9
		10-11	6	7
		11-12	5	6
	Handheld	04-05	12	1
		05-06	11	1
		06-07	10	9
		08-09	8	10
		11-12	5	5
	Infrastructure	03-04	13	3
		05-06	11	20
		06-07	10	135
		07-08	9	3
		09-10	7	19
		10-11	6	74
		11-12	5	128
	Other Digital Computer Hardware	13-14	3	8
		03-04	13	1
04-05		12	1	
05-06		11	19	
Primary Server	06-07	10	12	
	02-03	14	53	
	04-05	12	4	
	06-07	10	4	

**Court Reporting Statistics
Thirteenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Hillsborough	Real-Time Hardware	08-09	8	12
		09-10	7	1
		11-12	5	13
		13-14	3	4
		14-15	2	1
	Secondary Server	02-03	14	2
		03-04	13	1
		04-05	12	14
		06-07	10	32
		08-09	8	25
	Standalone Workstation	13-14	3	119
		16-17	0	14
	Stenographic Hardware	03-04	13	1
		06-07	10	2
		10-11	6	16
		11-12	5	9
	Transcription Workstation	12-13	4	71
		08-09	8	34
	Video Server	14-15	2	38
		03-04	13	1
06-07		10	1	

**Court Reporting Statistics
Fourteenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Bay	Digital A/V	01-02	15	2
		03-04	13	2
		04-05	12	15
		05-06	11	4
		06-07	10	28
		08-09	8	9
		09-10	7	3
		12-13	4	1
	Handheld	06-07	10	6
	Infrastructure	04-05	12	3
		06-07	10	91
		07-08	9	5
	Networked Monitor Workstation	06-07	10	1
		09-10	7	4
	Other Digital Computer Hardware	01-02	15	1
		04-05	12	2
		05-06	11	4
		06-07	10	19
		08-09	8	6
		13-14	3	50
	Primary Server	04-05	12	1
		05-06	11	1
		06-07	10	6
		08-09	8	4
		09-10	7	16
		13-14	3	22
		15-16	1	7
		16-17	0	7
	Secondary Server	05-06	11	1
		06-07	10	1
		08-09	8	2
	Standalone Workstation	04-05	12	1
		06-07	10	3
		09-10	7	3
	Stenographic Hardware	06-07	10	5
		15-16	1	4
	Transcription Workstation	05-06	11	1
		08-09	8	5
	Video Server	08-09	8	1

**Court Reporting Statistics
Fourteenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Calhoun	Digital A/V	04-05	12	4
		05-06	11	1
		06-07	10	3
		08-09	8	1
	Infrastructure	03-04	13	1
		05-06	11	1
		06-07	10	1
	Other Digital Computer Hardware	05-06	11	3
		06-07	10	1
		08-09	8	1
	Primary Server	08-09	8	1
		13-14	3	3
Stenographic Hardware	06-07	10	1	
	15-16	1	1	
Transcription Workstation	09-10	7	1	
Gulf	Digital A/V	03-04	13	3
		06-07	10	2
		09-10	7	3
	Other Digital Computer Hardware	13-14	3	1
	Primary Server	09-10	7	1
		13-14	3	3
Holmes	Digital A/V	04-05	12	7
		06-07	10	4
		08-09	8	3
	Infrastructure	06-07	10	2
	Other Digital Computer Hardware	06-07	10	1
	Primary Server	13-14	3	3
	Secondary Server	09-10	7	1

**Court Reporting Statistics
Fourteenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Jackson	Digital A/V	04-05	12	6
		06-07	10	7
		08-09	8	3
		09-10	7	1
	Infrastructure	04-05	12	1
		06-07	10	2
	Other Digital Computer Hardware	06-07	10	2
	Primary Server	08-09	8	1
		13-14	3	6
	Secondary Server	08-09	8	1
Washington	Digital A/V	04-05	12	5
		06-07	10	7
		08-09	8	2
	Infrastructure	06-07	10	5
	Other Digital Computer Hardware	06-07	10	1
		13-14	3	1
	Primary Server	09-10	7	1
		13-14	3	3

Court Reporting Statistics
Fifteenth Judicial Circuit
Type of Equipment Purchased

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Palm Beach	Analog A/V	13-14	3	1
		Prior to 01-02	16	48
	Digital A/V	04-05	12	1
		05-06	11	21
		06-07	10	6
		09-10	7	27
		11-12	5	4
		12-13	4	2
		14-15	2	5
		16-17	0	13
	Infrastructure	06-07	10	1
		09-10	7	4
		10-11	6	4
		Prior to 01-02	16	1
	Other Digital Computer Hardware	06-07	10	2
	Primary Server	04-05	12	5
		05-06	11	9
		06-07	10	3
		08-09	8	1
		09-10	7	30
		10-11	6	1
		11-12	5	13
		13-14	3	5
	Secondary Server	06-07	10	1
		09-10	7	2
		10-11	6	3
	Stenographic Hardware	05-06	11	7
09-10		7	5	
Video Server	09-10	7	1	

**Court Reporting Statistics
Sixteenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Monroe	Analog A/V	01-02	15	1
		02-03	14	1
		03-04	13	1
		04-05	12	3
		07-08	9	4
		08-09	8	6
		09-10	7	2
		12-13	4	1
	Digital A/V	15-16	1	2
		16-17	0	14
	Handheld	04-05	12	16
		14-15	2	14
	Other Digital Computer Hardware	04-05	12	3
		05-06	11	7
		07-08	9	2
	Primary Server	05-06	11	1
	Standalone Workstation	04-05	12	2
		05-06	11	1
		06-07	10	3
	Stenographic Hardware	08-09	8	1
		13-14	3	2
		Prior to 01-02	16	3
	Transcription Workstation	05-06	11	1
		12-13	4	1
		16-17	0	2
		Prior to 01-02	16	1

**Court Reporting Statistics
Seventeenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Broward	Digital A/V	02-03	14	22
		03-04	13	13
		04-05	12	2
		07-08	9	3
		09-10	7	7
		12-13	4	3
		15-16	1	7
		16-17	0	78
	Infrastructure	06-07	10	1
		16-17	0	1
	Other Digital Computer Hardware	02-03	14	4
	Primary Server	03-04	13	3
		06-07	10	7
		15-16	1	7
		16-17	0	1
	Secondary Server	02-03	14	3
		03-04	13	3
		15-16	1	3
	Standalone Workstation	02-03	14	2
		04-05	12	1
	Stenographic Hardware	02-03	14	1
	Video Server	06-07	10	2
		10-11	6	6

**Court Reporting Statistics
Eighteenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Brevard	Digital A/V	10-11	6	3
		11-12	5	9
		12-13	4	2
		13-14	3	37
		14-15	2	10
		15-16	1	8
		16-17	0	1
	Handheld	05-06	11	2
		06-07	10	2
	Other Digital Computer Hardware	05-06	11	28
		07-08	9	3
		10-11	6	3
		11-12	5	9
		12-13	4	4
		13-14	3	29
		14-15	2	1
		15-16	1	8
	Primary Server	04-05	12	1
		05-06	11	1
		05-06	11	1
05-06		11	1	
05-06		11	1	
Seminole	Analog A/V	13-14	3	2
	Digital A/V	13-14	3	4
		14-15	2	5
		14-15	2	5
	Other Digital Computer Hardware	02-03	14	1
		03-04	13	2
		06-07	10	36
		08-09	8	5
		09-10	7	2
		10-11	6	4
		11-12	5	2
		14-15	2	2
		15-16	1	25
16-17	0	1		

**Court Reporting Statistics
Nineteenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Indian River	Analog A/V	04-05	12	34
		08-09	8	2
		15-16	1	8
	Digital A/V	04-05	12	3
		06-07	10	1
		13-14	3	2
		15-16	1	35
	Handheld	05-06	11	1
		07-08	9	1
		10-11	6	1
		14-15	2	2
		15-16	1	2
	Infrastructure	04-05	12	3
	Primary Server	08-09	8	1
		15-16	1	1
	Real-Time Hardware	04-05	12	14
		08-09	8	3
		09-10	7	8
	Secondary Server	08-09	8	1
		15-16	1	2
Video Server	09-10	7	2	

**Court Reporting Statistics
Nineteenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Martin	Analog A/V	04-05	12	1
		05-06	11	28
		05-07	10	4
		05-08	9	4
		05-09	8	4
		07-08	9	14
		15-16	1	6
	Digital A/V	05-06	11	10
		07-08	9	2
		15-16	1	20
	Handheld	07-08	9	2
		10-11	6	1
		14-15	2	2
		15-16	1	2
	Infrastructure	05-06	11	3
	Primary Server	09-10	7	4
		15-16	1	1
	Real-Time Hardware	05-06	11	25
		05-07	10	1
		05-08	9	1
		05-09	8	1
		07-08	9	7
		08-09	8	1
09-10		7	12	
Secondary Server	09-10	7	1	
	15-16	1	2	
Okeechobee	Analog A/V	05-06	11	20
		05-09	8	1
		15-16	1	5
	Digital A/V	05-06	11	3
		15-16	1	22
	Handheld	07-08	9	1
		10-11	6	1
		14-15	2	2
		15-16	1	1
	Infrastructure	05-06	11	3
	Primary Server	09-10	7	3
	Real-Time Hardware	05-06	11	11
		09-10	7	6
	Secondary Server	09-10	7	1
		15-16	1	1

**Court Reporting Statistics
Nineteenth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment		Age of Equipment (in Years)	Number Purchased
Saint Lucie	Analog A/V	04-05	12	59
		05-06	11	3
		06-07	10	7
		07-08	9	3
		08-09	8	1
		11-12	5	15
		15-16	1	8
	Digital A/V	04-05	12	12
		05-06	11	1
		06-07	10	2
		09-10	7	2
		11-12	5	50
		15-16	1	24
	Handheld	05-06	11	1
		07-08	9	1
		10-11	6	1
		14-15	2	5
		15-16	1	1
	Infrastructure	04-05	12	4
		06-07	10	1
	Primary Server	04-05	12	1
		06-07	10	1
		08-09	8	2
		09-10	7	1
		15-16	1	2
	Real-Time Hardware	04-05	12	39
		05-06	11	2
		06-07	10	3
		07-08	9	3
		08-09	8	2
		09-10	7	16
	Secondary Server	06-07	10	1
		08-09	8	1
09-10		7	1	
15-16		1	4	
Video Server	09-10	7	3	

**Court Reporting Statistics
Twentieth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Charlotte	Analog A/V	03-04	13	1
	Digital A/V	03-04	13	17
		04-05	12	13
		05-06	11	14
		07-08	9	1
		08-09	8	1
		13-14	3	1
		16-17	0	18
	Infrastructure	05-06	11	1
		07-08	9	3
		09-10	7	1
		13-14	3	2
	Primary Server	14-15	2	1
	Secondary Server	07-08	9	1
		14-15	2	1
Collier	Analog A/V	03-04	12	1
	Digital A/V	03-04	12	22
		04-05	11	57
		05-06	10	28
		06-07	9	30
		07-08	8	3
		09-10	6	3
		13-14	2	5
	Infrastructure	05-06	10	4
		09-10	6	11
	Other Digital Computer Hardware	04-05	11	1
	Primary Server	08-09	7	1
		13-14	2	2
	Secondary Server	07-08	8	1
		15-16	0	1
	Video Server	05-06	10	1

**Court Reporting Statistics
Twentieth Judicial Circuit
Type of Equipment Purchased**

Note: Based on FY 2016-17 Digital Court Reporting Inventory

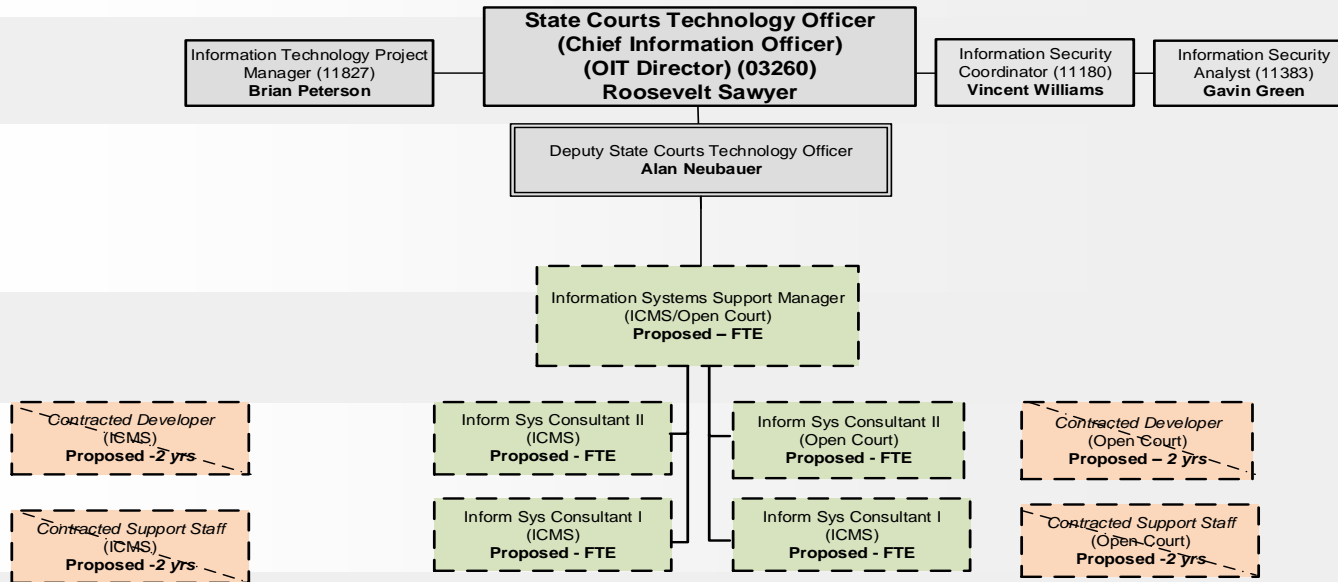
County	Type of Equipment	Fiscal Year Purchased	Age of Equipment (in Years)	Number Purchased
Glades	Digital A/V	02-03	14	1
		04-05	12	2
		06-07	10	2
		09-10	7	1
		12-13	4	1
	Infrastructure	02-03	14	1
		09-10	7	2
	Primary Server	15-16	1	1
	Secondary Server	15-16	1	1
Hendry	Digital A/V	02-03	14	3
		04-05	12	3
		05-06	11	3
		06-07	10	5
		08-09	8	1
		13-14	3	3
		15-16	1	4
		16-17	0	4
	Infrastructure	02-03	14	3
		06-07	10	2
	Primary Server	15-16	1	1
	Secondary Server	15-16	1	1
	Lee	Digital A/V	03-04	13
05-06			11	102
06-07			10	80
08-09			8	40
09-10			7	7
11-12			5	5
12-13			4	1
13-14			3	1
15-16			1	2
16-17			0	4
Infrastructure		03-04	13	28
		05-06	11	4
		06-07	10	12
		08-09	8	6
		09-10	7	1
Other Digital Computer Hardware		04-05	12	3
		05-06	11	7
Primary Server		14-15	2	5
Secondary Server		07-08	9	1
		14-15	2	3

Appendix R – Cross-
Jurisdictional Support
Organizational Chart

Office of Information Technology

Staff:
3 FTE: ISS
2 CS: (2 yrs)

Proposed New OIT-ICMS/Open Court Central Support Unit



- Overlap year for the four contracted positions (*transition from TCBC to OSCA*)
- OSCA will manage all contracts

Appendix S – Statewide CAPS
Viewer Implementation
Estimates

Statewide CAPS Systems Summary for FY 18/19 LBR
Application Development and CAPS Functional Requirements

		Application Development and Licensing							CAPS Functional Requirements Version 3.0				Total <i>(Bandwidth not included)</i>			Additional Bandwidth*
Circuit	CAPS Version	Hardware		Programming		Software License		Maintenance	Secure Transmission of Orders		Disaster Recovery		CAPS Total Non-Recurring Costs	CAPS Annual Recurring Costs	CAPS Total Costs	Annual Bandwidth Costs
		Non Recurring	Recurring	Non Recurring	Recurring	Non-Recurring	Recurring	Recurring	Non Recurring	Recurring	Non-Recurring	Recurring				
1	Mentis v9.2							\$57,000					\$105,000	\$57,000	\$162,000	\$139,989
2	Mentis v9.0	\$84,000		\$240,000		\$14,000		\$55,000					\$18,500	\$55,000	\$411,500	\$119,013
3	ICMS v3.0													\$16,500	\$16,500	\$186,646
4	ICMS v3.0			\$240,000	\$130,000			\$175,000					\$240,000	\$305,000	\$545,000	
5	Mentis v9.2			\$50,000				\$80,000					\$112,000	\$80,000	\$242,000	\$160,642
6	JAWS v2.0			\$66,000				\$91,000	\$10,000				\$76,000	\$102,444	\$178,444	\$42,085
7	Pioneer 2.6/2.7							\$63,000					\$0	\$69,000	\$69,000	\$116,962
8	ICMS v3.0												\$46,627	\$46,627	\$46,627	\$148,263
9	Mentis v9.2					\$48,000		\$111,858	\$12,000				\$60,000	\$121,858	\$181,858	\$11,512
10	ICMS v3.0	\$15,000											\$90,000	\$0	\$105,000	\$74,707
11	Mentis v9.4	\$672,600	\$10,000		\$6,000	\$237,204	\$4,608	\$103,389					\$315,000	\$123,997	\$1,348,801	
12	Mentis 9.2 Pioneer v2.6								\$122,000				\$122,000	\$0	\$122,000	
13	JAWS v2.0							\$150,000					\$0	\$150,000	\$150,000	\$31,472
14	ICMS v3.0												\$10,000	\$10,000	\$20,000	\$160,782
15	JVS v1.0												\$0	\$0	\$0	\$20,556
16	JAWS v2.0							\$750					\$0	\$28,250	\$28,250	\$31,472
17	CMS 1.0	\$38,000		\$564,000				\$184,500					\$602,000	\$212,500	\$814,500	\$40,924
18	ICMS v3.0			\$40,000					\$45,000				\$50,000	\$13,000	\$148,000	\$29,366
19	ICMS v3.0							\$25,000					\$40,000	\$25,000	\$65,000	\$40,924
20	Mentis v9.2							\$105,982		\$36,000			\$0	\$141,982	\$141,982	\$116,048
Total		\$809,600	\$10,000	\$1,200,000	\$136,000	\$299,204	\$75,802	\$1,204,229	\$189,000	\$36,000	\$787,127	\$49,500	\$3,284,931	\$1,511,531	\$4,796,462	\$1,471,366

FY 2018-19 Trial Court Technology LBR Crosswalk

Included in this chart:	
Application Development and CAPS Functional Requirements	\$3,284,931
Annual Maintenance	\$1,511,531
Subtotal	\$4,796,462

Not Included:	
Hardware Refresh	\$418,058
Enhancements	\$250,000
Server Refresh	\$402,000
Subtotal	\$1,070,058
Additional Bandwidth	\$1,471,366

Solution 1 Total =	\$5,866,520
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Appendix T – Hardware Refresh Inventory

State Courts System - Trial Courts
Technology Hardware* Refresh Summary for CAPS Viewers
FY 2018-19 LBR

Circuit	Hardware Requested Resources	Amount	
1	CAPS Viewer - Mentis		
	Foreclosure Funding hardware purchases:		
	(6) Laptops with Monitor and Docking Station	\$9,000	
	(1) Desktop PC	\$1,000	
	(7) Printers	\$2,100	
	(2) Network Scanners PC equipment	\$3,200 \$45,000	
	FY 2017/2018 requested hardware:	\$0	
1st Total		\$60,300	
2	CAPS Viewer - Mentis		
	Foreclosure Funding hardware purchases:		
	(20) Workstations and Monitors	\$28,238	
	Software and Licenses related to SQL server	\$30,650	
	(6) External harddrives to transfer files to-from Mentis	\$1,912	
	(10) UPS's placed in network closets in the following counties: Franklin-(2); Gadsden-(3); Jefferson-(2); Liberty-(2); Wakulla-(1)	\$4,500	
	FY 2017/2018 requested hardware:		
	(14) Workstations	\$14,000	
	Other computer hardware: <i>(articulating arms/carts/wireless access points)</i>	\$4,000	
2nd Total		\$83,300	
3	CAPS Viewer - ICMS		
	Foreclosure Funding hardware purchases:		
	Monitors, tablets, etc.	\$20,000	
	FY 2017/2018 requested hardware:	\$0	
3rd Total		\$20,000	
4	CAPS Viewer - ICMS		
	Foreclosure Funding hardware purchases:		
	(2) Courtroom upgrades: hardware; wiring, monitors, transmitters and wallplates	\$16,135	
	FY 2017/2018 requested hardware:	\$0	
4th Total		\$16,135	
5	CAPS Viewer - Mentis		
	Foreclosure Funding hardware purchases:		
	(9) Dell Optiplex 7010 Desktops	\$5,548	
	(9) Dell Monitors VK278Q	\$2,724	
	(101) Planar PXL2430MW - LED Monitor	\$30,390	
	(25) ASUS VE248H - LED Monitor	\$4,565	
	(13) ASUS Vivo Book S550CA DS51T - Ultrabook	\$8,658	
	Desktop Scanner	\$365	
	CAPS viewer storage system - SAN	\$109,088	
	Multi-Function Printers (MFP)	\$2,306	
	Printers	\$1,201	
	Scanners	\$6,868	
	Scanner/MFP Carts	\$537	
	(2) DP Polycom videoconference equipment	\$7,737	
		FY 2017/2018 requested hardware:	
		(56) articulating arms for courtroom PC's	\$22,400
	Storage Nodes to accommodate SmartBench	\$60,000	
5th Total		\$262,387	

**State Courts System - Trial Courts
Technology Hardware* Refresh Summary for CAPS Viewers
FY 2018-19 LBR**

Circuit	Hardware Requested Resources	Amount
6	CAPS Viewer - JAWS	
	Foreclosure Funding hardware purchases:	
	(38) Displays 24"	\$10,070
	(29) Ergotron LX Desk Mount 27" LCD Arm	\$3,248
	(29) DBI-D Digital Video Monitor Extension Cable 6'	\$406
	(29) Tripp Lite 6' Power cord Extension	\$174
	(33) Desktops	\$26,005
	(2) Peavey MediaMatrix, VSC-101 Scaling Switcher	\$1,750
	Peavey MedMatrix, NION n6, Digital Audio Processor w/Cobranet	\$7,178
	(2) Peavey MediaMatrix, NIO-8ml II, 8 channel mic/line Input Card	\$1,438
	(48) Scaler for Courtrooms	\$42,000
Scaler installation support items	\$6,737	
(16) Notebooks w/ADP and Computrace	\$20,057	
(21) Printers	\$5,229	
FY 2017/2018 requested hardware:	\$0	
6th Total		\$124,292
7	CAPS Viewer - Pioneer	
	Foreclosure Funding hardware purchases:	\$0
	FY 2017/2018 requested hardware:	\$0
7th Total		\$0
8	CAPS Viewer - ICMS	
	Foreclosure Funding hardware purchases	
	HP Switches for Windows Servers	\$26,480
	Network Attached Storage Device	\$25,315
	Switches for additional network redundancy throughout (6) counties	\$94,301
	Training for switches	\$5,699
	(86) Low profile touch screen monitors	\$49,793
	(28) Workstations	\$36,100
	(28) Peripherals (Mice, Keyboards)	\$798
	Additional part for switches	\$1,807
FY 2017/2018 requested hardware:	\$0	
8th Total		\$240,293
9	CAPS Viewer - Mentis	
	Foreclosure Funding purchases:	\$0
	FY 2017/2018 requested hardware:	\$0
9th Total		\$0
10	CAPS Viewer - ICMS	
	Foreclosure Funding hardware purchases:	
	(6) Desktop Computers - (2 each for Judge/JA/Case Manager)	\$6,000
	(12) Monitors	\$3,000
	FY 2017/2018 requested hardware:	\$0
Consolidation server to query CAPS data circuit wide	\$15,000	
10th Total		\$24,000

State Courts System - Trial Courts
Technology Hardware* Refresh Summary for CAPS Viewers
FY 2018-19 LBR

Circuit	Hardware Requested Resources	Amount
11	CAPS Viewer - Mentis Foreclosure Funding hardware purchases: (17) Dell Workstations \$10,200 (15) Dell Latitude Laptops \$11,379 Dell Latitude E5430 Laptop \$751 (16) Dell Port Replicator \$1,408 Dell B2360DN Printer \$287 (5) Dell Pro P2012H Monitors \$675 FY 2017/2018 requested hardware: (58) Monitors \$42,600 (58) Workstations \$130,000 Storage SAN/Network \$500,000	
11th Total		\$697,300
12	CAPS Viewer - Mentis (Desoto/Manatee)/Pioneer (Sarasota) Foreclosure Funding hardware purchases: \$0 FY 2017/2018 requested hardware: \$0	
12th Total		\$0
13	CAPS Viewer - JAWS Foreclosure Funding hardware purchases: (5) Color Duplex Document Scanner - FI-6670 \$22,451 (32) OptiPlex 7010n Mini Tower \$29,237 (42) Dell P2212H 21.5 Widescreen Flat Panel Monitor \$5,964 (12) Targus USB 3/0 Super Speed Dual Video Docking Station \$1,696 (12) XPS 12 Convertible Ultrabook \$18,692 (6) Ken USB 3.0 Dock Station DVI/HDMI/VGA \$852 (7) Surface Pro Core Touch/W8P Microsoft Tablet \$6,552 (7) Surface Microsoft Cover \$872 FY 2017/2018 requested hardware: \$0	
13th Total		\$86,316
14	CAPS Viewer - ICMS Foreclosure Funding hardware purchases: (4) Monitors @ \$200 \$800 Video Card \$150 Printer \$500 (25) ICMS Client/Bench PC Client Hardware \$25,000 (25) ICMS Monitors Client Hardware \$8,750 FY 2017/2018 requested hardware: \$0	
14th Total		\$35,200
15	CAPS Viewer - JVS Foreclosure Funding hardware purchases: (4) PC/Double Monitors - Senior Judge foreclosure courtrooms \$3,600 (7) PC/Double Monitors - Case management staff \$6,300 (4) PC/Double Monitors - Courtroom support staff \$3,600 FY 2017/2018 requested hardware: \$0	
15th Total		\$13,500

State Courts System - Trial Courts
Technology Hardware* Refresh Summary for CAPS Viewers
FY 2018-19 LBR

Circuit	Hardware Requested Resources	Amount
16	CAPS Viewer - JAWS	
	Foreclosure Funding hardware purchases:	
	(19) Workstations	\$35,150
	FY 2017/2018 requested hardware:	\$0
16th Total		\$35,150
17	CAPS Viewer - Court Management System	
	Foreclosure Funding hardware purchases:	
	(22) Dell Latitude E5530 Laptops	\$14,431
	(22) Top Loading Laptop Case	\$924
	(22) Port Replicator Kit	\$2,618
	(54) Desktops w/touch screen monitor - Optiplex 9010 AIO EPA with camera	\$68,512
	(36) Combination Laptop Lock	\$785
	(18) Printers Lexmark T652N	\$10,228
	(36) Targus Security Plate	\$234
	(18) Poloycom Soundstation duo	\$10,750
	Polycom Expansion Microphone Kit for CX3000 & Sound Station Duo	\$3,059
	Audiovox Telephone Duplex Phone Adapter	\$76
	Backup storage with cage	\$23,567
	New Case Manager PC, UPS backup for network, Scanner, Tablet PC	\$260
	FY 2017/2018 requested hardware:	
	(112) Workstations - install workstations in each courtroom (77 central/24 north/11 satellite)	\$134,000
17th Total		\$269,444
18	CAPS Viewer - ICMS (Brevard)/In-House (Seminole)	
	Foreclosure Funding hardware purchases:	
	(1) Laptop/(1) Printer	\$2,400
	(3) Monitors	\$2,700
	(3) Dell Drive Array/Controller/Drives	\$24,000
	(9) Laptops, Monitors, Keyboards/mice	\$10,800
	FY 2017/2018 requested hardware:	
	(32) Monitors	\$5,600
	(32) Workstations	\$40,500
18th Total		\$86,000
19	CAPS Viewer - Mentis	
	Foreclosure Funding hardware purchases:	
	CDWG Network Modules	\$2,590
	CDWG UPS Devices	\$5,475
	Workstations/Monitors	\$8,610
	FY 2015/2016 requested hardware:	\$0
	FY 2017/2018 requested hardware:	
19th Total		\$16,675
20	CAPS Viewer - Mentis	
	Foreclosure Funding hardware purchases:	\$0
	FY 2017/2018 requested hardware: (SANS for storage in Glades/Hendry counties)	\$20,000
20th Total		\$20,000
Total Technology Hardware Cost Requested		\$2,090,292

* Servers not included

Appendix U – Trial Court
Budget Commission’s Report
and Recommendations of the
Court Reporting Technology
Workgroup

Trial Court Budget Commission
Recommendations of the Court Reporting Technology Workgroup
November 2008

Overview

On February 2008, the Trial Court Budget Commission (TCBC) established a Court Reporting Technology Workgroup for the purpose of developing technology standards that will assist the TCBC in formulating a budgetary framework for the future course of digital court recording technology (DCR). The need for this workgroup was spurred by the lack of statewide policies concerning the continued acquisition, maintenance, and refresh of all court reporting technology. The workgroup was charged with developing policy recommendations on: a long-term plan for continued court reporting technology expansion including recommending a reasonable standard cost per courtroom/hearing room; a revised Invitation to Negotiate (ITN) process for vendor state contracts; the most cost effective use of court reporting technology including whether circuits should be able to migrate between DCR vendors, transfer equipment to other circuits, or develop their own software; the most cost effective and operationally sound method for maintaining court reporting systems with consideration to whether circuits should perform in-house maintenance or contract with different vendors (a la carte); and a life-cycle management plan for court reporting technology, including time standards aimed at defining refresh parameters.

Members of the Court Reporting Technology Workgroup were chosen in consideration of the following criteria: 1) the workgroup will be comprised of trial court managers who are knowledgeable of the administrative, operational, and technical issues related to court reporting, and 2) the workgroup will reflect the diversity of the twenty judicial circuits. As such, members include:

Doug Smith, Court Technology Officer, 2nd Circuit
Jon Lin, Court Technology Officer, 5th Circuit
Ken Nelson, Court Technology Officer, 6th Circuit
Mark Weinberg, Trial Court Administrator, 7th Circuit
Jannet Lewis, Court Technology Officer, 10th Circuit
Dennis Menendez, Court Technology Officer, 12th Circuit
Gary Hagan, Court Technology Officer, 14th Circuit
Barbara Dawicke, Trial Court Administrator, 15th Circuit
Sunny Nemade, Court Technology Officer, 17th Circuit
Steve Shaw, Court Technology Officer, 19th Circuit
Matt Benefiel, Trial Court Administrator, 9th Circuit

Over the course of 6-8 months, the workgroup members held several meetings via video-/tele-conference to discuss key issues surrounding the utilization of court reporting technology in support of the direct delivery of court reporting services. As a result, the workgroup members have developed the following policy recommendations related to court reporting technology for the TCBC's consideration.

Recommendations

I. Standardized Expansion Costs

Issue: Reasonable standardized costs for court reporting technology must be determined in order to estimate future costs and evaluate circuit funding requests.

Recommendation 1A - Standard Costs - The following standard cost estimates for courtrooms, hearing rooms, standalone recording (laptop or PC based), and stenography are recommended for estimating future costs and for the evaluation of circuit funding requests.

Courtroom Large/Ceremonial (maximum room capacity of 100 persons or more):

State Costs		
Software Licenses – Server & Client	6-8 channels of recording	\$12,000
Video Camera for central room monitoring/and video recording	4 cameras IP based	\$4,800
UPS for recording equipment – recording room	Battery backup and line conditioning	\$600
Digital encoding	Video and audio encoders	\$3,400
Prorated backend server storage and services Ratio 1 server for 6 rooms ¹	Dedicated primary and secondary server costs at 17%	\$3,655
Monitoring Workstation	May be local or centralized	\$1,600
Subtotal		\$26,055
County Costs		
Microphones	10 microphones: judge, witness, sidebar, podium/table 1, podium/table 2, jury, clerk, well area	\$6,800
Audio Mixer	Modular style matrix mixer	\$7,000
Wiring	Audio/network/power (13 drops at \$200 each)	\$2,600
Installation and Configuration of a/v equipment and software	Contract dollars	\$2,000
Amplifier		\$1,200
Subtotal		\$19,600
Total Cost		\$45,655

¹ Prorated server costs are based on the total estimated cost of \$21,500 multiplied by .17 (approximate 1:6 ratio). Total estimated cost (\$21,500) is based on the following setup: Primary Server, Secondary Backup Server, Video Server, and Archiving Server.

Courtroom Small to Midsize (maximum room capacity of less than 100 persons):

State Costs		
Software Licenses – Server & Client	4 channels of recording	\$9,000
Video Camera for central room monitoring/and video recording	2 cameras IP based	\$2,400
UPS for recording equipment – recording room	Battery backup and line conditioning	\$300
Digital encoding	Video and audio encoders	\$3,000
Prorated backend server storage and services Ratio 1 server for 6 rooms¹	Dedicated primary and secondary server costs at 17%	\$3,655
Monitoring Workstation	May be local or centralized	\$1,600
Subtotal		\$19,955
County Costs		
Microphones	8 microphones: judge, witness, sidebar, podium/table 1, podium/table 2, jury	\$3,800
Audio Mixer	Modular style matrix mixer with bench control	\$7,000
Wiring	Audio/network/power (10 drops at \$200 each)	\$2,000
Installation and Configuration of a/v equipment and software	Contract dollars	\$1,500
Amplifier		\$1,200
Subtotal		\$15,500
Total Cost		\$35,455

¹ Prorated server costs are based on the total estimated cost of \$21,500 multiplied by .17 (approximate 1:6 ratio). Total estimated cost (\$21,500) is based on the following setup: Primary Server, Secondary Backup Server, Video Server, and Archiving Server.

Hearing Room – Networked (room may be part of a centralized system directly recording to a server, or have a networked PC or laptop that automatically uploads the recordings to a central repository)

State Costs		
2 channel recording software		\$9,000
2 channel mixer		\$1,000
2 microphones		\$850
1 Video camera		\$1,200
Installation Costs		\$1,000
Prorated backend server storage and services Ratio 1 server for 6 rooms¹	Dedicated primary and secondary server costs at 17%	\$3,655
Subtotal		\$16,705
County Costs		
Wiring	A/V, Network drops	\$600
Subtotal		\$600
Total		\$17,305

¹ Prorated server costs are based on the total estimated cost of \$21,500 multiplied by .17 (approximate 1:6 ratio). Total estimated cost (\$21,500) is based on the following setup: Primary Server, Secondary Backup Server, Video Server, and Archiving Server.

Hearing Room – Standalone (room records locally with a PC or laptop that may or may not be attached to the network for upload of data at a designated time interval)

State Costs		
2 channel recording software		\$9,000
Recording PC or laptop		\$3,400
2 channel mixer		\$1,000
2 microphones		\$850
Installation/setup		\$500
Subtotal		\$14,750
County Costs		
Wiring	Optional network drop	\$200
Subtotal		\$200
Total		\$14,950

Stenography Equipment – Per Stenographer

State Costs (100%)		
Steno machine		\$5,500
Laptop Computer		\$2,200
Steno Software		\$3,500
Portable backup recorder		\$1,100
Transcribe key		\$500
Transcriber software		\$300
Wireless transmitter/receiver		\$300
Total		\$13,400

* Other county obligated items/costs should be determined locally.

Constraints

Due to the variances in room size and vendor approach, these prices were based on specific configurations and may vary slightly from the actual install. Standards cost estimates were determined using current market costs for hardware and software as outlined in the current (2005) ITN. Software costs were estimated using a weighted average for current costs of software. Prices may change based on subsequent ITNs and negotiation of new contracts in the future.

County related technology costs are specified in **Florida Statutes 29.008**. In order to have a viable digital recording system, funding must be available at both county and state levels due to the separation of responsibilities. The sound reinforcement system, and ADA considerations are a county responsibility. Software and equipment dedicated for the purpose of digital recording of court proceedings is a state responsibility. A deficiency in the funding source at the state or county level, may impact the court’s ability to purchase and maintain its digital court recording system.

Recommendation 1B – State and County Obligations – It is recommended that a document be created outlining due process technology funding obligations as defined per Florida Statutes 29.008 so as to clearly delineate between discrete level state and county obligations for planning, budgeting, and auditing purposes. This document should be updated each year to reflect statutory/rule changes.

II. Continued Digital Court Reporting Expansion Plan

Issue: A long term plan for continued digital court reporting technology expansion is needed to guide the trial courts in determining the extent of future expansion of digital court reporting technology.

Recommendation 2A – Future Digital Expansion - For purposes of expanding DCR functionality consistent with the goals and objectives outlined in the Trial Court Performance and Accountability Commission’s February 2005 report, it is recommended the trial courts seek funding to support the purchase and installation of digital court reporting equipment for those courtrooms and hearing rooms that hold proceedings that are required to be recorded at state expense.

Results of a September 2008 trial court survey indicate the trial courts have a remaining statewide total of 133 courtrooms and 39 hearing rooms without digital court reporting capacity. These room figures are reflected in the following table and exclude new construction projects beyond those set for completion during FY 2009-10.

Circuit	Courtrooms	Hearing Rooms	Circuit	Courtrooms	Hearing Rooms
1	3	1	11	29	0
2	11	0	12	0	0
3	0	5	13	11	0
4	12	0	14	0	0
5	8	10	15	12	3
6	8	4	16	0	0
7	2	0	17	27	0
8	0	0	18	0	0
9	0	0	19	4	2
10	0	14	20	6	0
			State Total	133	39

Recommendation 2B – 3 Year Phase In Plan - It is recommended that funding for an additional 133 courtrooms and 39 hearing rooms be requested/allocated using a 3 year phased in approach. This will provide ease for circuits as they deal with budget, staffing, and planning constraints associated with installation. Annual circuit distribution should be based upon circuit requests. If circuit requests exceed the total annual appropriation, allocations should be prioritized based on level of impact to each circuit court’s operation.

Year	Courtrooms	Courtroom Est. Costs (state only)	Hearing Rooms	Hearing Room Est. Costs (state only)	Total Est. Annual Expansion Cost
1	45	\$1,035,225	13	\$204,464	\$1,239,689
2	44	\$1,012,220	13	\$204,464	\$1,216,684
3	44	\$1,012,220	13	\$204,464	\$1,216,684
Total	133	\$3,059,665	39	\$613,392	\$3,673,057

Note: Costs were estimated based on average standard costs (listed under Recommendation 1). Average standard costs for courtrooms/hearing rooms are: Courtroom \$23,005; Hearing Room \$15,728.

III. Change Management

Issue: It should be determined when it is reasonable to change vendors, and how hardware and software may be tracked and transferred for another circuit's use.

DCR Vendors. There are circumstances in which circuits have requested to change vendors. Based on the results of an October 2008 survey, we can summarize the main reasons circuits may request to change vendors:

1. Cost effectiveness – current vendor is not as cost effective as other vendor choices.
2. Technical support – current vendor does not provide timely/adequate support resulting in continuous downtime for court proceedings.
3. Budget and pricing – current vendor costs exceed available budget amounts requiring other options to be considered.
4. Software research and development – as continued development of a product is important to long term success, vendors that do not put efforts into improving their software can result in: software becoming static and dated; software being unable to fully engage the benefits of new hardware and peripheral software; and increased costs since legacy parts and support for related software may be expensive or unavailable.
5. Company dissolve – current vendor becomes defunct and the court is now vulnerable due to lack of continued support.

Hardware used from vendor to vendor is fairly consistent. Due to this, as circuits change vendors, investments to purchase hardware are minimally impacted. The majority of costs associated with changing vendors are due to the need to purchase new software licensing. Although, hardware investments may be needed if a circuit is changing from a distributed to a centralized model.

When a vendor has little market competition and already has a sizeable portion of the market, they have little motivation to continue the development of their product, reduce costs, or provide excellent services. Mediocrity is thwarted through competition. Therefore, the ITN should function as the main tool for 1) negotiating reasonable market prices for software licensing and services, 2) providing a mechanism to ensure vendors meet the standards set by the Florida Courts Technology Commission (FCTC) 3) provide a service oriented relationship with the vendor that motivates the vendor to provide excellent services through accountable reporting and review of services, 4) provide means to sanction vendors that are not providing services according to set service levels and associated response times, and 5) provide a mechanism for new vendors and technologies to be introduced to the Florida Court System. As long as the vendor has met the requirements outlined through the ITN process, the circuits will be in the best position to evaluate and match their needs to vendors and the services they provide.

Recommendation 3A – Approved DCR Vendors - Vendors that provide court reporting technology and services must meet the technical and functional standards established by the FCTC. Approved vendors must have been awarded a state contract through the ITN or other official Office of the State Courts Administrator (OSCA) process.

Given the importance of the ITN and Technical and Functional Standards, 1) the OSCA should reevaluate the ITN every 3 years, and 2) the FCTC should set a schedule to update the Court Reporting Technical and Functional Standards.

Recommendation 3B – Changing DCR Vendors - If a circuit wishes to change vendors, it is recommended that the circuit file a special issue request for the TCBC’s consideration/approval.

Software and Hardware Transfers. Software purchased with state funds should be made available (as needed) for usage anywhere in the state. Presently, serial tracking numbers are not being assigned to licenses. Rather, invoices are being relied upon to track purchased licenses. It is recommended that OSCA track purchased licenses and current assignments. As the needs of the circuits change, the licenses may be redistributed accordingly. This will avoid the undue expense of purchasing unnecessary additional licenses, and will allow for the improved utility of licenses already purchased.

There are already procedures in place to document hardware purchases and to request transfer, disposal, or donation of hardware equipment. The transfer of hardware within the state is already tracked with documentation consistent with state property requirements. As state equipment may be used anywhere in the state, location assignments of state purchased hardware should be maintained/updated. County purchased hardware must follow the local county procedures for general assets. For state transfers, the OSCA/ISS should review court reporting equipment related transfers to monitor/ensure equipment is utilized until it reaches the end of its useful life, and that transfers are not conducted as a means to circumvent replacement schedules.

Recommendation 3C – Hardware and Software Transfers – A formal procedure for tracking both state purchased court reporting hardware and software licenses is recommended for purposes of properly managing equipment usage and possible reassignment within the Florida Judicial Branch. Hardware transfers should be monitored by the OSCA/ISS. The OSCA/ASD (Administrative Services Division) should also be notified of transfers so as to make the appropriate adjustments to State property records. Software license transfers should be tracked per the Software Transfer Recommended Methodology outlined in this report (below).

Software Transfer Recommended Methodology:

1. OSCA/ISS must maintain a statewide repository that contains a software license inventory.
2. OSCA/ISS must assign a unique software identification number to each license for tracking purposes. This unique identification will be provided by vendors. Vendors must assign a unique serial number for each license purchased by the Florida Court System.
3. As each circuit frees up licenses that are no longer in use, they must notify OSCA/ISS to identify and release the licenses for redistribution.
4. OSCA/ISS will list the number of licenses available for redistribution on an established web page.
5. Circuits may submit requests for licenses to OSCA/ISS, and requests will be considered on a first come/first serve basis.
6. OSCA will create a process for advanced reservation of available licenses to be reviewed and considered on a case by case basis.

IV. Life Cycle Management

Issue: A guideline for when equipment should be regularly replaced shall be determined, so this cost may be estimated for budgeting purposes.

Hardware Replacement Schedule. After reviewing input from circuits, the following recommended refresh schedule for hardware replacement is provided in the table below. This table contains both state and county obligations related to the overall functionality of a court reporting system.

Recommendation 4A – Hardware Replacement Schedule – A hardware replacement schedule is recommended for the projection of future costs and for the evaluation of circuit funding requests (below).

Hardware Replacement Schedule	
ITEM	SCHEDULE
Servers	
Primary Server – centralized model	3 years
Secondary Server – centralized model	3 years
Primary Server – decentralized model	4-5 years
Secondary Server – decentralized model	4-5 years
Video Server	4 years
Digital A/V	
Digital matrix mixers	6 years
Cameras	5 years
Encoders	6 years
Bench Control Panel	5 years
Handheld Digital Recorder	3 years
Analog A/V	
Microphone	5 years
Tape machine	7 years
Amplifier	7 years
Bench Control Box	7 years
Speakers (sound system)	10 years
Cameras	5 years
Workstations	
Networked Monitoring Workstation	4 years
Transcription Workstations	4 years
Standalone workstation or laptop	3 years
Computer monitors	5 years
Stenograph Equipment	
Stenograph Machine	5 years
Stenograph Laptop	3 years
Stenograph secondary recorder system	3 years
Other Computer Hardware	
UPS (uninterruptible power supply)	3 years
Headsets	2 years
Foot Pedals	4 years

Equipment requests that do not fall within the replacement schedule table should be considered a contingency, and funded through the contingency fund process outlined in the contingency section.

To determine if a recurring statewide fund could be established per the recommended refresh schedule, an analysis of the current technology inventory was performed to try to determine a statewide annual average refresh percentage. Unfortunately, results from this analysis indicate significant disparity in the annual statewide funding needs as per the recommended refresh schedule. Therefore, a recurring statewide fund could not be determined at this time.

Further, since hardware will be refreshed at unbundled rates, it is necessary to obtain inventory and ITN data at discrete levels (comparable to the refresh schedule). Once this information is available, a percentage of initial costs may then be determined to adequately estimate funding for refresh (per annual basis). Funding should be distributed to the circuits based on analysis of the inventory and replacement schedule.

Recommendation 4B – Hardware Replacement Costs – It is recommended that inventory and ITN costs be reported at discrete levels comparable to the refresh schedule (unbundled) so as to better determine refresh costs. Refresh should be based on current industry pricing and as such, a percentage applied to initial costs should be determined. Until such time a percentage can be determined, circuit requests for refresh will be evaluated based on initial hardware costs and the hardware replacement schedule as outlined in this report (above).

Recommendation 4C – Replacement of Analog Tape Recorders – For purposes of refreshing existing equipment consistent with the recommendations as outlined in the TCP&A’s October 2007 report, it is recommended analog tape recorders utilized for the primary recording of proceedings required to be recorded at state expense (upon needing replacement) be replaced by digital recorders.

Software Lifecycles. Software lifecycles are managed through various methods:

1. Software assurance/maintenance – an agreement where software fixes, patches, and upgrades are included for a defined period of time.
2. Enterprise Agreements – similar to software assurance but also allows for alpha and beta testing, and may have other features such as training vouchers, knowledge base for troubleshooting, and a special vendor assistance features.
3. Purchases - purchase of new software licensing to replace existing license

Much of the software used is covered by county software purchases and agreements. The primary state obligated costs for software are specific to digital court recording related licenses.

V. Maintenance

Issue: The approach in which circuits maintain court reporting systems varies across the state depending on the availability of local resources and chosen vendor. A review of each circuit’s court reporting maintenance model should be conducted to determine if opportunities exist to reduce costs.

Maintenance, for purposes of this document, refer to the recurring cost to provide contractual services in order to maintain, repair, patch, and upgrade hardware and software that is used for court reporting technology. After reviewing historical expenditures it appears on-going maintenance costs are approximately 12% to 15% of initial hardware and software costs. This takes into account circuits who more heavily utilize in-house employees (county funded) to offset some of the state costs for maintenance and others who rely more heavily on contracted services (state funded) due to lack of county funded staff. Overall, the use and availability of in-house staff to provide direct or supportive maintenance to hardware and software reduces the recurring costs and improves response time. In-house employees are limited in their capacity to support and maintain proprietary software purchased from a vendor due to intellectual property limitations. Agreements with the vendor are necessary when addressing software related issues. Levels of agreements range from time and materials type maintenance to full service level support contracts with automatic software patches and upgrades. Having disparate maintenance approaches is necessary due to the different levels of local technology support, various types and sizes of court reporting technology systems, and expectations from the local circuit that may be above and beyond the minimum requirements set forth by the court reporting technical and functional standards.

Recommendation 5 – Maintenance - A simple 13% funding formula applied to initial hardware and software costs (excluding installation/training costs) is recommended to assess the required budgetary amount needed to support the maintenance of court reporting technology hardware and software.

VI. Contingency Planning and Funding

Issue: There needs to be a method to deal with unplanned failures or other major events that arise unexpectedly and may not have been adequately budgeted for, which may impact court reporting operations.

Set replacement schedules are a good predictor of future costs, however, they do not cover unexpected contingencies. A funding source should be established to cover contingencies related to power issues, unexpected equipment failures, software failures, or other disrupted event that was unforeseen. If a remaining balance exists towards the end of the fiscal year, these funds may be allocated for expansion purposes, open source development, or other needs identified by the circuits as determined by the TCBC.

The need for contingency funds will increase if proper replacement schedules are not funded.

Recommendation 6 – Contingency Planning and Funding - A break-fix contingency fund of \$100,000 should be obtained (pooled) for all circuits for emergency/unforeseen failures of court reporting technology. To receive an allocation from this fund, circuits will need to file a special issue request for the TCBC's consideration. Allocations should be approved based on similar current operating procedures/TCBC budget policies.

VII. Data Collection and Analysis

Issue: Presently, the method of collecting data on court reporting hardware and software resources has been dependent upon the completion of an excel spreadsheet by each circuit. Upon completion, circuits submit an annual asset inventory in the form of excel spreadsheet to the OSCA for compilation and analysis. OSCA maintains the inventory spreadsheets using SAS (Statistical Analytical Software).

With the development of new technical and budgetary policies as outlined in this document, the methods of data collection will need to be improved so as to create a more conducive platform in which to collect data and conduct more rigorous analyses. Further, with the growing usage of court interpreting technology, the data collection platform should be expanded to capture and maintain data for all due process related technology.

Recommendation 7A – Data Collection and Analysis - It is recommended that a more robust database platform be developed/utilized to collect data related to all due process technology. This platform should allow each circuit to maintain data throughout the year (as dynamic) with an annual certification (data freeze) completed in the spring, so the most current information may be used for the development of the LBR. Data collected should provide the functionality as outlined in this report (below).

Database Functionality:

1. Provide state-wide access for updating and viewing. Access may be controlled by assigning user profiles and access codes.
2. Maintain levels of data that allow for budgetary analysis and assessment of current assets based on age and other factors.
3. Data should include an asset inventory – a basic inventory of hardware and software that may include serial numbers, property numbers, age of equipment, and any related purchasing history that may be used to conduct analysis to estimate the budget for the refresh schedules.
4. Data should include details related to software licenses, so use and assignment of that license may be tracked.
5. Functionality should include standard reports for use by OSCA and the trial courts as well as the ability to provide ad hoc reports as needed.

Issue: Currently, inventory data collection efforts and ITN vendor negotiation processes are being conducted in the fall, which is after the LBR has been submitted.

Recommendation 7B – Timeline for Data Collection and ITN - It is recommended that the annual court reporting technology data certification and ITN processes be conducted (during spring) to correspond with the legislative budget cycle.

VIII. Future Considerations for Cost Efficiencies

Regional Support Staff. As needs for due process technology grow, the issue of state funded technical support may need further examination. Although technology is funded primarily by the counties, there is a distinction in due process areas. Regional technical support to support court reporting systems may be an opportunity to provide specialized skills to a broader

geographic area, and reduce recurring costs. Having regional support may offer faster response times than DCR vendor support contracts, and reduce DCR vendor annual maintenance costs.

Recommendation 8A – State Funded Technical Staff for Due Process Technology Support - If funding becomes available, it is recommended that the TCBC consider approving requests for additional funding in support of regional technical support staff.

Open Source Software. There are many advantages to open source software. The primary benefit is lower costs for licensing. The only costs associated with open systems include software change management and may involve some contracted services to maintain and improve the software code. Another benefit is that the application may be shared with other states, which may in turn also share in the cost and effort towards maintaining the software.

Cost Benefit Analysis (778 Courtrooms; 214 Hearing Rooms)

Investment	Proprietary Software		Open Source Software	
	Average Per Room Cost	Estimated Total Costs (778 Courtrooms; 214 Hearing Rooms)	Estimated Total Costs (778 Courtrooms; 214 Hearing Rooms)	Return on Investment
Initial Purchase Cost (Non-Recurring)	\$10,500 Courtroom; \$9,000 Hearing Room	\$10,095,000	\$150,000 (two year cost for development)	\$9,795,000 (after two years)
Maintenance and Upgrade Costs (Annual Recurring Cost)	\$1,365 Courtroom; \$1,170 Hearing Room (13% of initial purchase cost)	\$1,312,350	\$200,000 (annual for contract consultants or programmer 3 FTE)	\$1,112,350

Note: Total Rooms (778 Courtrooms; 214 Hearing Rooms) is based on Number of Courtrooms (645)/Hearing Rooms (175) Integrated with Digital Court Reporting as reported by the circuits via the *Court Reporting Circuit Profiles, February 2007* and Number of Courtrooms (133)/Hearing Rooms (39) remaining to be outfitted with digital capacity as listed under Recommendation 2.

Recommendation 8B – Open Source Software Development - It is recommended that the development of open source software be permitted contingent upon open source software being developed based on the principles outlined in this report (below).

“Open source is a development method for software that harnesses the power of distributed peer review and transparency of process. The promise of open source is better quality, higher reliability, more flexibility, lower cost, and an end to predatory vendor lock-in.” (Source).

Tenets of Open Source are listed below (Coar):

1. Free Redistribution

The license shall not restrict any party from selling or giving away the software as a component of an aggregate software distribution containing programs from several different sources. The license shall not require a royalty or other fee for such sale.

2. Source Code

The program must include source code, and must allow distribution in source code as well as compiled form. Where some form of a product is not distributed with source code, there must be a well-publicized means of obtaining the source code for no more than a reasonable reproduction cost preferably, downloading via the Internet without charge. The source code must be the preferred form in which a programmer would modify the program. Deliberately obfuscated source code is not allowed. Intermediate forms such as the output of a preprocessor or translator are not allowed.

3. Derived Works

The license must allow modifications and derived works, and must allow them to be distributed under the same terms as the license of the original software.

4. Integrity of the Author's Source Code

The license may restrict source-code from being distributed in modified form only if the license allows the distribution of "patch files" with the source code for the purpose of modifying the program at build time. The license must explicitly permit distribution of software built from modified source code. The license may require derived works to carry a different name or version number from the original software.

5. No Discrimination Against Persons or Groups

The license must not discriminate against any person or group of persons.

6. No Discrimination Against Fields of Endeavor

The license must not restrict anyone from making use of the program in a specific field of endeavor. For example, it may not restrict the program from being used in a business, or from being used for genetic research.

7. Distribution of License

The rights attached to the program must apply to all to whom the program is redistributed without the need for execution of an additional license by those parties.

8. License Must Not Be Specific to a Product

The rights attached to the program must not depend on the program's being part of a particular software distribution. If the program is extracted from that distribution and used or distributed within the terms of the program's license, all parties to whom the program is redistributed should have the same rights as those that are granted in conjunction with the original software distribution.

9. License Must Not Restrict Other Software

The license must not place restrictions on other software that is distributed along with the licensed software. For example, the license must not insist that all other programs distributed on the same medium must be open-source software.

10. License Must Be Technology-Neutral

No provision of the license may be predicated on any individual technology or style of interface.

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Appendix V – Estimated
Funding Requirements for
Minimum Technology Service
Levels Based on DFS
Expenditure Information

Estimated Funding Requirements for Minimum Technology Service Levels

County	Population Estimate as of April 1, 2016 ¹	Estimated Population for FY 2018-19 ²	CFY 2015-16 County Technology Expenditures ³	Expenditures Per Person	Estimated Total Funding Needed Based on \$1.30 Per Person	Difference	Total New Funding Needed
Alachua County ⁴	257,062	272,666	\$319,144	\$1.24	\$354,465	\$35,321	\$35,321
Baker County	26,965	28,602	\$9,073	\$0.34	\$37,182	\$28,109	\$28,109
Bay County	176,016	186,700	\$229,488	\$1.30	\$242,710	\$13,222	\$13,222
Bradford County	27,440	29,106	\$9,611	\$0.35	\$37,837	\$28,226	\$28,226
Brevard County	568,919	603,452	\$291,420	\$0.51	\$784,488	\$493,068	\$493,068
Broward County ⁴	1,854,513	1,967,082	\$2,333,490	\$1.26	\$2,557,207	\$223,717	\$223,717
Calhoun County	14,580	15,465	\$25,655	\$1.76	\$20,105	(\$5,550)	\$0
Charlotte County	170,450	180,796	\$55,124	\$0.32	\$235,035	\$179,912	\$179,912
Citrus County	143,054	151,737	\$270,907	\$1.89	\$197,259	(\$73,648)	\$0
Clay County	205,321	217,784	\$151,828	\$0.74	\$283,119	\$131,291	\$131,291
Collier County	350,202	371,459	\$195,557	\$0.56	\$482,897	\$287,340	\$287,340
Columbia County	68,566	72,728	\$9,750	\$0.14	\$94,546	\$84,796	\$84,796
DeSoto County	35,141	37,274	\$11,103	\$0.32	\$48,456	\$37,353	\$37,353
Dixie County	16,773	17,791	\$28,777	\$1.72	\$23,128	(\$5,649)	\$0
Duval County	923,647	979,712	\$608,644	\$0.66	\$1,273,626	\$664,983	\$664,983
Escambia County	309,986	328,802	\$411,495	\$1.33	\$427,443	\$15,948	\$0
Flagler County	103,095	109,353	\$31,494	\$0.31	\$142,159	\$110,665	\$110,665
Franklin County	11,916	12,639	\$14,358	\$1.20	\$16,431	\$2,073	\$2,073
Gadsden County	48,486	51,429	\$26,538	\$0.55	\$66,858	\$40,320	\$40,320
Gilchrist County	16,848	17,871	\$9,438	\$0.56	\$23,232	\$13,793	\$13,793
Glades County	13,047	13,839	\$19,122	\$1.47	\$17,991	(\$1,131)	\$0
Gulf County	16,628	17,637	\$7,559	\$0.45	\$22,929	\$15,370	\$15,370
Hamilton County	14,665	15,555	\$17,141	\$1.17	\$20,222	\$3,081	\$3,081
Hardee County	27,637	29,315	\$32,838	\$1.19	\$38,109	\$5,271	\$5,271
Hendry County	38,370	40,699	\$49,775	\$1.30	\$52,909	\$3,134	\$3,134
Hernando County	179,503	190,399	\$116,145	\$0.65	\$247,518	\$131,373	\$131,373
Highlands County	101,531	107,694	\$43,286	\$0.43	\$140,002	\$96,716	\$96,716
Hillsborough County	1,352,797	1,434,912	\$5,563,341	\$4.11	\$1,865,385	(\$3,697,956)	\$0
Holmes County	20,003	21,217	\$34,484	\$1.72	\$27,582	(\$6,902)	\$0
Indian River County	146,410	155,297	\$728,229	\$4.97	\$201,886	(\$526,343)	\$0
Jackson County	50,345	53,401	\$36,174	\$0.72	\$69,421	\$33,248	\$33,248
Jefferson County	14,498	15,378	\$904	\$0.06	\$19,991	\$19,088	\$19,088
Lafayette County	8,621	9,144	\$6,616	\$0.77	\$11,888	\$5,271	\$5,271
Lake County	323,985	343,651	\$451,574	\$1.39	\$446,746	(\$4,828)	\$0
Lee County ⁴	680,539	721,848	\$584,012	\$0.86	\$938,402	\$354,390	\$354,390
Leon County	287,671	305,133	\$203,529	\$0.71	\$396,672	\$193,143	\$193,143
Levy County	40,553	43,015	\$53,814	\$1.33	\$55,919	\$2,104	\$2,104
Liberty County	8,736	9,266	\$3,880	\$0.44	\$12,046	\$8,166	\$8,166
Madison County	19,238	20,406	\$27,489	\$1.43	\$26,527	(\$962)	\$0
Manatee County	357,591	379,297	\$344,022	\$0.96	\$493,086	\$149,064	\$149,064
Marion County	345,749	366,736	\$1,855,478	\$5.37	\$476,757	(\$1,378,721)	\$0
Martin County	150,870	160,028	\$32,013	\$0.21	\$208,036	\$176,023	\$176,023
Miami-Dade County	2,700,794	2,864,732	\$4,863,530	\$1.80	\$3,724,152	(\$1,139,379)	\$0
Monroe County	76,047	80,663	\$39,170	\$0.52	\$104,862	\$65,692	\$65,692

Estimated Funding Requirements for Minimum Technology Service Levels

County	Population Estimate as of April 1, 2016 ¹	Estimated Population for FY 2018-19 ²	CFY 2015-16 County Technology Expenditures ³	Expenditures Per Person	Estimated Total Funding Needed Based on \$1.30 Per Person	Difference	Total New Funding Needed
Nassau County	77,841	82,566	\$15,970	\$0.21	\$107,336	\$91,366	\$91,366
Okaloosa County	192,925	204,636	\$198,809	\$1.03	\$266,026	\$67,217	\$67,217
Okeechobee County	40,806	43,283	\$112,959	\$2.77	\$56,268	(\$56,691)	\$0
Orange County	1,280,387	1,358,106	\$4,868,997	\$3.80	\$1,765,538	(\$3,103,459)	\$0
Osceola County	322,862	342,460	\$45,735	\$0.14	\$445,198	\$399,463	\$399,463
Palm Beach County	1,391,741	1,476,220	\$955,805	\$0.69	\$1,919,086	\$963,281	\$963,281
Pasco County	495,868	525,967	\$451,473	\$0.91	\$683,757	\$232,284	\$232,284
Pinellas County ⁴	954,569	1,012,511	\$1,552,330	\$1.63	\$1,316,265	(\$236,065)	\$0
Polk County	646,989	686,261	\$355,239	\$0.55	\$892,140	\$536,901	\$536,901
Putnam County	72,972	77,401	\$210,742	\$2.89	\$100,622	(\$110,120)	\$0
St. Johns County	220,257	233,627	\$217,497	\$0.99	\$303,715	\$86,217	\$86,217
St. Lucie County	292,826	310,601	\$47,786	\$0.16	\$403,781	\$355,995	\$355,995
Santa Rosa County	167,009	177,146	\$123,364	\$0.74	\$230,290	\$106,926	\$106,926
Sarasota County	399,538	423,790	\$1,078,616	\$2.70	\$550,927	(\$527,689)	\$0
Seminole County	449,124	476,386	\$418,842	\$0.93	\$619,302	\$200,460	\$200,460
Sumter County	118,577	125,775	\$200,754	\$1.69	\$163,507	(\$37,247)	\$0
Suwannee County	44,349	47,041	\$48,557	\$1.09	\$61,153	\$12,596	\$12,596
Taylor County	22,478	23,842	\$18,434	\$0.82	\$30,995	\$12,561	\$12,561
Union County	15,887	16,851	\$15,321	\$0.96	\$21,907	\$6,586	\$6,586
Volusia County	517,411	548,818	\$382,536	\$0.74	\$713,463	\$330,927	\$330,927
Wakulla County	31,599	33,517	\$14,449	\$0.46	\$43,572	\$29,123	\$29,123
Walton County	62,943	66,764	\$37,636	\$0.60	\$86,793	\$49,157	\$49,157
Washington County	24,888	26,399	\$4,435	\$0.18	\$34,318	\$29,883	\$29,883
Florida	20,148,654	21,371,677	\$ 31,533,307		\$27,783,180		\$7,146,266
Net Need (Minus LBR FTE Costs*)							\$3,821,790

Average Expenditures Per Person for 3 Representative Counties⁵

\$1.30

¹ Source: University of Florida, Bureau of Economic and Business Research. The April 1, 2010, Census counts include all corrections resulting from the U.S. Census Bureau's 2010 Census Count Question Resolution (CQR) Program received by the Florida Legislative Office of Economic and Demographic Research as of February 11, 2014.

² Estimated FY 2018-19 population determined by applying projected average annual growth rate of 1.52% to estimated 2016 population as reported by University of Florida, Bureau of Economic and Business Research.

³ Expenditures by county for CFY 2015-16 provided by Florida Department of Financial Services in Statement of County Funded Court-Related Functions.

⁴ Expenditures for these counties were reported by the circuits' Office of Court Administration in 2016.

⁵ Weighted average of Alachua, Lee, and Pinellas County Expenditures per Person

* \$3,324,476 subtracted for the recurring costs associated with 45 Information Systems Analysts FTE positions requested in the FY 2018-19 LBR.

Appendix W – Court
Interpreting Technology
Workgroup Report and
Recommendations

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Introduction

As Florida continues to experience significant growth in its non-English speaking population, this trend is also reflected in the court system. It is projected that there will be a 16% statewide increase in the non-English speaking population of Florida from FY 2008-09 to FY 2010-11. Further, not only has the linguistic minority population increased, but the diversity of languages has risen, causing a greater demand for interpreters that are able to speak and translate these languages. The pool of available foreign language interpreters is far lower in languages other than Spanish and Haitian Creole. As a result of this limited supply and increasing demand, interpreting costs are mounting for the trial courts.

It is of critical importance that the State Courts System strives to provide the most reliable and cost efficient level of court interpreting services available. Adequate and equitable funding for this element has been compromised by budget reductions in FY 2007-08 and FY 2008-09. In an effort to increase efficiency and effectiveness in the provision of interpreting services, some circuits have opted to utilize remote interpreting systems.

Background

The Court Interpreting Technology Workgroup (formerly known as Court Reporting Technology Workgroup) was charged by the Trial Court Budget Commission in early 2010 to develop technical and budgetary recommendations in consideration of the future expansion of remote interpreting technology statewide.

Between April 2010 and July 2010, a sub-workgroup consisting of three members, Matt Benefiel, Trial Court Administrator, 9th Judicial Circuit; Gary Hagan, Court Technology Officer, 14th Judicial Circuit; Sunny Nemade, Court Technology Officer, 17th Judicial Circuit met via conference calls to develop recommendations which were then submitted to the Court Interpreting Technology Workgroup. Upon approval by the full Workgroup, the recommendations will be outreached to the trial courts for review and comment.

Utilization of Interpreting Technology

The use of technology for interpreting services has become more widespread as the demand for more effective and efficient interpreting services continues to increase. Throughout most of the 20th century, interpreting services have been primarily conducted in consecutive manner either face to face, or with the use telephones and/or speaker telephones. In recent years, technological advancements have made it possible to provide interpretations with the use of sophisticated digital audio/video communications systems. The following is a general description of the interpretation methods used today.

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On-Site Interpreting – Referred to as ‘in-person’ or ‘face to face’ interpreting, interpretations are delivered by an interpreter who is physically present in the same location as all of the parties who wish to speak to one another. Interpretation may be delivered in both consecutive and simultaneous modes (i.e., in consecutive mode the interpreter waits for the source speaker to complete a sentence and then interprets; in simultaneous mode interpretations are rendered as the source speaker continuously speaks).

Telephonic Interpreting - Referred to as “over-the-phone interpreting”, interpretations are delivered via telephone. Using a speaker telephone or phone with teleconference capabilities, individuals may call an interpreter when no interpreter is available on-site. Several agencies and vendors provide telephonic interpreting services (e.g. Language Line). Interpretation is typically delivered in consecutive mode.

Integrated Audio/Video Interpreting – Utilizes an integrated network system consisting of audio mixers, telephone lines, headsets, and in most cases, cameras to enable interpreters to provide on-demand interpretation services to multiple venues from a remote location. Depending on the technical set up, interpreters may view multiple settings from any location (e.g., office, home) and communicate directly with participants. Remote interpretation is delivered in simultaneous mode.

The major advantages and disadvantages of each interpreting modality are provided in the table below.

Technology Model	Advantages	Disadvantages
On-Site Interpreting	Qualifications of interpreter may be assessed.	Locating interpreters may be difficult if the language need is exotic; interpreter may not be readily available when interpretation is needed; travel is often required.
Telephonic Interpreting	Quick access to an interpreter; better access to interpreters of exotic languages; travel not required.	Qualifications of interpreter may not be known (if provided by outside vendor); no opportunity for confidential client-attorney conversations; limited to consecutive mode interpretation; background noise and lack of visual cues compromise the accuracy of the interpretation; lack of quality assurance.
Integrated Audio/Video Interpreting	Travel not required; quick access to an interpreter; single interpreter can provide service to multiple locations; reduces reliance on contractual interpreters.	Technical issues can arise; VPN web access is less secure; insufficient network bandwidth could be an issue; may not be appropriate for all proceedings.

Recommendations

With regard to the current usage of integrated audio/video technology within the Florida trial court system, in May 2010, the Workgroup directed the Office of the State Courts Administrator (OSCA) to conduct a Florida trial court survey to obtain information regarding the levels in which circuits had implemented or contemplated the implementation of integrated interpreting audio/video systems. A brief summary of the survey responses are provided below (actual detail of these responses may be found in Appendix A):

- 3 judicial circuits **currently utilize** integrated audio/video interpreting technology;
- 1 judicial circuit has **initiated a test pilot** for an audio-only portable interpreting system;
- 5 judicial circuits **have plans to implement** an integrated audio/video interpreting system;
- 9 circuits are **open to the idea** of implementing an integrated audio/video system; and
- 2 judicial circuits **have no plans** to purchase an integrated audio/video interpreting system.

While it appears the majority of circuits are currently exploring opportunities to implement integrated remote interpreting and only a small percentage of the judicial circuits currently utilize integrated remote technology, the Workgroup determined budgetary *guidelines* should be developed (as opposed to *mandated standards*) to provide guidance and allow for circuit flexibility in purchasing certain components in consideration of varying local and demographic factors.

With regard to developing technical standards, the Workgroup discussed how the technology market for integrated remote interpreting systems has not yet been fully established. Characteristically, the market is in the introduction and growth stages (i.e., awareness is rising; demands are increasing; products are being tested; and new players are entering the market thereby increasing competition). Due to these factors and in an effort not to disrupt innovation, the Workgroup members determined that the development of technical standards and an ITN (Invitation to Negotiate) process would be premature at this time. In the event in which the technology market becomes more competitive and demand reaches a more substantial level, the future development of technical standards and an ITN may become necessary.

It should be noted that earlier this year, a Court Interpreting Workgroup was created by the Trial Court Performance and Accountability Commission (TCP&A) to develop recommendations on standards of operation and best practices for the court interpreting element. In June 2010 the Workgroup issued a preliminary draft report which recommended that circuits move towards integrating audio/video remote interpreting technology as part of their overall service delivery model. Further, the workgroup recommended (as a best practice) that circuits integrate a video component as part of their remote interpreting system. During the upcoming months, if these recommendations are approved by the

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Supreme Court, the expansion of remote interpreting may be further discussed as a statewide initiative for all circuits during upcoming years. As a result, the need for technical standards and state vendor contracts may become more significant in the near future. Similar in previous years (with the implementation of digital court reporting technology), the future integration of court interpreting technology is to be carried out directly by each judicial circuit. The role of the Supreme Court is to provide high level oversight over the process through appointed commissions and committees. The OSCA would assist to provide state level administrative direction and support as needed.

I. Cost Models for Integrated Audio/Video Interpreting Systems

As previously mentioned, due to the significant number of circuits interested in purchasing remote interpreting technology, the Workgroup determined it would be beneficial to provide some guided options in which these circuits may refer to as they explore future opportunities.

In determining target preliminary cost guidelines on remote interpreting technology, the following recommendations were based on current market rates. Current vendor pricing models, features and functionalities will vary as the circuits work to determine technological service requirements for integrated audio/video interpreting systems. Therefore, actual costs per circuit may vary due to existing infrastructure already installed as part of an original courthouse construction, integrated digital court reporting system, or localized network. Furthermore, actual prices are subject to change based on increased vendor competition and future negotiations of state contracts.

Similar to digital court reporting technology, funding for integrated audio/video interpreting systems must be available at both county and state levels due to the separation of responsibilities as specified in s. 29.008. As such, the following expansion cost models provide component guidelines and ceiling costs in consideration of both state and county obligations for integrated audio/video interpretation systems.

Recommendation 1 – Guideline Costs – The following estimated cost guidelines for courtrooms/hearing rooms and interpreter offices are recommended for the projection of future costs and for the evaluation of circuit funding requests.

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Courtroom/Hearing Room (all sizes/types) – Full Integrated Audio/Video Interpretation System

(Table below reflects complete set up for an empty room. Rooms with an existing digital court recording and/or sound reinforcement system may not require all of these components)

State Costs		
Video Camera	1 camera dome IP based w/Flush Mount	\$783
Media Control	Matrix audio mixer with telephone hybrid	\$5,500
Headsets	3 headsets: defendant, witness, attorney	\$717
Audio Codec	1 IP Audio Codec	\$3,000
Subtotal		\$10,000
County Costs		
Amplifier	1 Amplifier	\$5,505
Microphones	12 Microphones	\$3,000
Speakers	10 Speakers	\$990
Wiring	Cables, telephone lines, connectors, UPS power	\$2,000
Infrastructure	Racks for courtroom sound systems, telephone interface equipment	\$500
Installation and Configuration	Contract Dollars	\$1,000
Subtotal		\$12,995
Total Cost		\$22,995

Note: Total cost of audio codec is \$3,000. One audio codec may be shared up to 4 courtrooms. Cost for speakers is based on average 8-12 speaker configuration per room at \$99 per unit.

Courtroom/Hearing Room (all sizes/types) – Video Conferencing Interpretation System

County Costs		
Video Codec	w/3 year warranty	\$7,500
Total Cost		\$7,500

Note: Total cost does not include option for standalone \$1,500 for 42" Plasma TV and Cart.

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Courtroom/Hearing Room (all sizes/types) – Audio Only Remote Interpretation Portable Cart

State Costs		
Media Control	Audio Mixer touch tone (DTMF) capable	included
Headsets	2 headsets: 1 single-muff; 1 double-muff	included
Infrastructure	Rolling cart	included
Amplifier	1 Amplifier (65 Watt, ultra-low signal-to-noise ratio)	included
Microphones	4 Wireless: 2 tabletop, 2 clip-on	included
Speakers	2 Speakers (150 Watt high fidelity)	included
Control System	10" touch screen; 4 VU meters	included
Total Cost		\$19,067

Note: \$19,067 reflects cost at base. Government and volume discounts are available through vendor. County costs associated with the necessary integrated network configuration are not included in the table.

Interpreter Office – Add-On to Previously Installed Standard Workstation

State Costs		
Monitor	Add-on to existing interpreter workstation	\$250
Control System	Master controller	\$1,000
Headsets	1 interpreter headset dual sided with mic	\$283
Subtotal		\$1,533
County Costs		
Wiring	Cables, telephone lines, connectors, UPS power	\$200
Subtotal		\$200
Total Cost		\$1,733

Note: Each Interpreter workstation is configured based on a 4 courtroom/hearing room set up.

Interpreter Centralized Control Room – Remote Interpreter Workstation per Interpreter

State Costs		
Workstation	Interpreting Workstation w/Dual 20" LCD Monitors	\$1,500
Audio Codec	IP audio codec	\$3,000
Headsets	1 interpreter headset dual sided with mic	\$283
Subtotal		\$4,783
County Costs		
Wiring	Cables, telephone lines, connectors, UPS power	\$200
Subtotal		\$200
Total Cost		\$4,983

Note: Each Interpreter workstation is configured based on a 4 courtroom/hearing room set up.

II. Maintenance

Circuits currently utilizing remote interpreting systems have never been allocated state funds to support the on-going maintenance of their interpreting systems. Further, it is understood that with the future implementation of remote interpreting systems, the approach chosen by the circuits to maintain these systems will vary across the state depending on the chosen vendor's maintenance model and availability of funding resources (at state and local levels).

The approved recommendations for *court reporting* technology provide for a simple 13% funding formula to be applied to initial hardware and software costs (excluding installation/training costs). Until such time that remote interpreting historical expenditures can be reviewed and expectations of vendor maintenance agreements can be more clearly defined, the Workgroup recommends the same 13% maintenance formula be applied for state purchased remote interpreting technology.

Recommendation 2 – Maintenance – A simple 13% funding formula applied to initial hardware and software costs (excluding installation/training costs) is recommended to assess the required budgetary amount needed to support the maintenance of integrated audio/video remote interpreting technology hardware and software.

III. Life Cycle Management

In consideration of the existing 2008 TCBC approved court reporting hardware replacement schedule and upon reviewing input from the May 2010 trial court interpreting survey, the Workgroup has allocated the following recommended refresh schedules for court interpreting hardware replacement. This table contains both state and county obligations that relate to the overall functionality of an audio/video interpreting system. County funded requirements are specified in Florida Statute 29.008.

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Recommendation 3 - Hardware Replacement Schedule Guidelines – A hardware replacement schedule is recommended for the projection of future costs and for the evaluation of circuit funding requests (below).

Hardware Replacement Schedule	
ITEM	SCHEDULE
Digital A/V	
Digital matrix mixers	6 years
Cameras	5 years
Encoders	6 years
Video Conferencing Unit	10 years
Audio Codec	6 years
Television and Cart	10 years
Analog A/V	
Microphone	5 years
Amplifier	7 years
Control Box	7 years
Speakers (sound system)	10 years
Cameras	5 years
Workstations	
Standalone workstation or laptop	3 years
Computer monitors	5 years
Other Computer Hardware	
UPS (uninterruptable power supply)	3 years
Headsets	2 years

IV. Asset Inventory

Upon the purchase of state obligated integrated audio/video interpretation system components, circuits shall submit an annual asset inventory to OSCA for compilation and analysis. Due to the similarity and cross-over functionalities of some of the components, this inventory should be completed in conjunction with the court reporting technology inventory (recently renamed Due Process Technology Inventory).

Recommendation 4 – Data Collection and Analysis – For purposes of managing court interpreting hardware and software resources, circuits shall maintain and annually submit an asset inventory to the OSCA following the guidance from the OSCA on appropriate format, content, and reporting frequency.

V. Future Considerations

In the future, as more circuits expand this technology, it may be possible to create centralized calling centers that could be shared by circuits across the State of Florida further increasing the effectiveness and efficiency of integrated audio/video interpretation systems. Centralized calling centers would provide circuits a reliable resource in which they could “fall-back” on when experiencing difficulties in obtaining local certified language interpreters. Also, the TCP&A Court Interpreting Workgroup has recommended for circuits to explore the possibility of expanding the use of remote interpreting technology in order to promote intra-state interaction and the sharing of interpreter resources¹. To institute such an unprecedented technological change though, several operational and administrative issues would need to be clarified. Nevertheless, from a systemic standpoint, the substantial outcomes and cost savings may warrant further examination in the near future.

Recommendation 5 – Centralized Calling Centers – As the need for due process technology grows the trial courts should explore the future possibility of sharing interpreting resources across circuit boundaries through the implementation of an intra-state integrated remote interpreting technological model.

¹As reported in the May 2010 trial court survey, with the assistance of the 9th Judicial Circuit, the 2nd Circuit is initiating a pilot program in which to share interpreter resources across circuit boundaries using audio only remote interpreting technology. Specifically, the pilot includes providing interpreting services to the 2nd Judicial Circuit using interpreter resources from the 9th Judicial Circuit via analog telephone line.

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Appendix A

Trial Court Circuit Survey on Integrated Audio/Video Interpreting May 2010 Survey Responses

Survey Question #1: Please indicate if your circuit has an integrated interpretation system. For circuits that do not have an existing integrated interpretation system, please advise as to whether your circuit has considered the future implementation of this type of system, and if possible, provide a brief description of the type of integrated system your circuit would most likely need and the technical and budgetary plan for implementing the system.

Cir	Response
1	We have not considered using an integrated system but are not opposed to it. I do not feel I know enough about the system to discuss type of system or cost.
2	The 2 nd Judicial Circuit does not have a remote interpreting system. However, during the upcoming months and with the support of the 9 th Circuit, the 2 nd Circuit plans to initiate a single county courtroom pilot project in which to properly test remote interpreting. This pilot will include temporarily utilizing 9 th circuit interpreter resources to provide remote interpreting services to the 2 nd Circuit via telephone analog (audio only). The remote interpreting services will be provided through a portable cart-type remote interpreting system (borrowed from the vendor) for proceedings held in a Gadsden county courtroom.
3	We have discussed the possibility of remote interpreting but have never gone to the extent of determining what our needs would be or getting price quotes. This could be very beneficial for a circuit like ours though, as we cover 7 counties that are spread over 5,000 square miles. We could respond more timely and be more cost effective this way if we had the technology available.
4	The 4 th Circuit does not have an integrated audio/video interpretation system. However, the 4 th circuit utilizes video conferencing equipment on a limited basis to deliver remote interpreting services. Recently, the 4 th explored opportunities to buy an integrated audio/video interpretation system, however, were unsuccessful in selecting the right vendor/model.
5	The Fifth Circuit does not have an integrated interpretation system. We do not currently have plans to implement one.
6	The Sixth Circuit does not have an existing integrated interpretation system at the present time. While some of the hardware and communication lines are in place we do not have interpreters on staff and are using contract interpreters. State funds for staff and additional hardware has not been available.
7	We would like to implement an integrated system in the future that would allow us to utilize our in-house interpreters remotely to any courtroom in the Circuit. We have 4 counties that are not connected via a circuit wide network so we need a system capable of remote access without LAN capabilities. This would also serve for private companies doing interpretations for us.
8	No, the 8 th Circuit does not have an integrated remote interpreting system. We are interested in buying one, however, we haven't been able to determine the correct specifications needed for our circuit.
9	Yes, system is in place and operational since October 2007.

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10 Our circuit does not use an integrated interpretation system; the primary reason for this is the ability, thus far, to use staff and contract interpreters to cover the needs of the court. This is not to say that we would not consider an integrated system; we are putting the infrastructure to support this functionality in the future. We use video conferencing for remote interpreting on a limited basis, but do not consider this an integrated interpretation system; the main impediment of using such a system would be the necessary culture change of our judges who have become accustomed to having a live interpreter at each proceeding. In addition, the elected Public Defender has voiced his opposition to any interpreter system that does not contain the existence of a live interpreter in the courtroom or hearing room.

11 We do not have an integrated system at present. We are open to change in the future pending funding.

12 No plans at this time.

13 **Yes.** The 13th circuit has considered and discussed in the past, the implementation of an integrated interpreting system. **Technical Description:** The proposed centralized remote interpreter solution allows on-demand service of court interpretation to be performed either at a central location within the courthouse or offsite. The solution utilizes our existing integrated network system consisting of Cisco switches and Media Matrix audio system and components. The additional equipment required to specifically support court interpreting include headsets, IP cameras, and control system along with a phone hybrid. The phone hybrid gives the interpreter a separate call for each division. Logging into the network either locally or via VPN will provide access to the controls and video for each division. The controls allow the interpreter to speak privately with the defendant and the defendant’s attorney or speak where the entire courtroom can hear. The IP cameras will provide two camera angles in the courtroom to view the defendant as well as the Judge. With this configuration, the interpreter can be anywhere there is Internet Access and a phone line to perform the required services. **Budgetary Plan:** If sufficient expense and capital funding is made available to the circuits for implementation of an integrated interpreting system, the 13th circuit would implement its system incrementally in phases across certain divisions of the court. For example, the 13th circuit would begin the incremental implementation, as follows: Phase I – first appearance, child support enforcement hearings (jail cases) domestic violence and misdemeanor; Phase II - juvenile (delinquency & dependency) divisions, dependency general magistrates and drug court; Phase III – felony. **Note: the following** is the 13th circuit’s projected costs for implementing an integrated interpreter system incrementally by divisions of the court.



Court Interpreter Integrated Solution – 13th Circuit Bill of Materials, May 24, 2010

QTY	MFR	MODEL	DESCRIPTION	UNIT	TOTAL
Misdemeanor (Annex & Plant City)					
IDF Equipment					

TRIAL COURT BUDGET COMMISSION

Court Interpreting Technology Workgroup

Report and Recommendations, June 30, 2010

1	Media Matrix	NION N6	Networkable DSP Processor	\$ 8,200.00	\$ 8,200.00
2	Media Matrix	CAB-8i	8 Channel Input Cab	\$ 1,600.00	\$ 3,200.00
2	Media Matrix	CAB-160	16 Channel Output Cab	\$ 1,600.00	\$ 3,200.00
4	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 2,800.00
4	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 2,000.00
Courtroom Equipment (CR17,18,19,20,21,9,10,53 & P3)					
18	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 14,092.92
18	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 2,120.76
36	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 7,212.24
Misdemeanor Total				\$	42,825.92
Domestic Violence (Edgecomb & Plant City)					
IDF Equipment					
2	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 1,400.00
2	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 1,000.00
Courtroom Equipment (CR300,302,303 & P1)					
8	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 6,263.52
8	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 942.56
16	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 3,205.44
Domestic Violence Total				\$	12,811.52
Juvenile Delinquency (Annex)					
IDF Equipment					
1	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 700.00
1	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 500.00
Courtroom Equipment (CR26,27,28 & 29a)					
8	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 6,263.52
8	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 942.56
16	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 3,205.44
Juvenile Delinquency Total				\$	11,611.52
Dependency (Edgecomb)					
IDF Equipment					
1	Media Matrix	NION N6	Networkable DSP Processor	\$ 8,200.00	\$ 8,200.00
1	Media Matrix	CAB-8i	8 Channel Input Cab	\$ 1,600.00	\$ 1,600.00
1	Media Matrix	CAB-160	16 Channel Output Cab	\$ 1,600.00	\$ 1,600.00

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2	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 1,400.00
2	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 1,000.00
Courtroom Equipment (CR307,308,309,310 & 403)					
10	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 7,829.40
10	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 1,178.20
20	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 4,006.80
Dependency Total					\$ 26,814.40
Child Support (Edgecomb)					
IDF Equipment					
1	Media Matrix	NION N6	Networkable DSP Processor	\$ 8,200.00	\$ 8,200.00
1	Media Matrix	CAB-8i	8 Channel Input Cab	\$ 1,600.00	\$ 1,600.00
1	Media Matrix	CAB-16O	16 Channel Output Cab	\$ 1,600.00	\$ 1,600.00
1	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 700.00
1	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 500.00
Courtroom Equipment (HR490)					
2	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 1,565.88
2	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 235.64
4	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 801.36
Child Support Total					\$ 15,202.88
General Magistrates (Edgecomb)					
IDF Equipment					
2	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 1,400.00
2	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 1,000.00
Courtroom Equipment (HR409,418,480a,480b & HR414)					
10	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 7,829.40
10	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 1,178.20
20	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 4,006.80
General Magistrates Total					\$ 15,414.40
Drug Court & Post Conviction Relief (Annex)					
IDF Equipment					
2	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 1,400.00
2	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 1,000.00

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Courtroom Equipment (CR8 & 23)					
4	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 3,131.76
4	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 471.28
8	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 1,602.72
Drug Court & Post Conviction Total					\$ 7,605.76
Felony (Annex)					
IDF Equipment					
2	Media Matrix	NION N6	Networkable DSP Processor	\$ 8,200.00	\$ 16,400.00
3	Media Matrix	CAB-8i	8 Channel Input Cab	\$ 1,600.00	\$ 4,800.00
3	Media Matrix	CAB-16O	16 Channel Output Cab	\$ 1,600.00	\$ 4,800.00
5	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 3,500.00
5	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 2,500.00
Courtroom Equipment (CR11,12,13,16b,25,61 & 614)					
14	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 10,961.16
14	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 1,649.48
28	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 5,609.52
Felony Total					\$ 50,220.16
Remote Interpreters					
Station 1					
11	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Interpeteter)	\$ 200.34	\$ 2,203.74
11	Link	Phone Hybrid	Telephone Audio Interface	\$ 240.00	\$ 2,640.00
11	Media Matrix	Xcontrol 4S	4 button preselection panel	\$ 175.00	\$ 1,925.00
22	NEC	20" LCD	20" LCD Monitor	\$ 240.00	\$ 5,280.00
11	HP	CPU	Control CPU	\$ 1,000.00	\$ 11,000.00
Remote Total					\$ 23,048.74
Misdemeanor Total					\$ 42,825.92
Domestic Violence Total					\$ 12,811.52
Juvenile Delinquency Total					\$ 11,611.52
Dependency Total					\$ 26,814.40
Child Support Total					\$ 15,202.88
General Magistrates Total					\$ 15,414.40
Drug Court & Post Conviction Total					\$ 7,605.76
Felony Total					\$ 50,220.16
Remote Total					\$ 23,048.74
Project Total					\$205,555.30

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14	N/A
15	<p>The 15th Circuit recognizes the efficiencies realized through remote court interpreting and is in the final stages of a pilot project, which will be followed by an expansion project into all the Circuit's remote courthouses. The 15th's implementation is closely modeled on the 9th's system. However, Palm Beach County is building the system for the Court in lieu of purchasing a turnkey system. In Palm Beach, courtroom audio and telephonic support is provided by County staff, who, in coordination with Court Technology, is implementing this project. The process is as follows: a TH 4 unit merges the analog phone line into the courtroom audio system. A remote interpreter uses a modified Extron GUI to control who can whether the audio can be heard over the PA system in the courtroom, or only to wireless headsets worn by the defendant and defendant's counsel. The interpreter can view the remote proceeding via an IP camera. This project is the Court's top priority initiative and has been fully funded by the Board of County Commissioners for implementation in 6 rooms during the current County fiscal year. As County staff is doing much of the work in-house, the only budgeted expenditures for the project are for hardware, which totals approximately \$3500 per courtroom. Components include :</p> <ul style="list-style-type: none"> • IP cameras • Th4 unit merges analog phone into courtroom audio • RCI • Plantronics wireless headset • Extron GUI <p>Clear standards and best practices similar to those developed for digital court recording are very helpful in securing County funding to further initiatives.</p>
16	The 16 th Circuit does not have an existing integrated interpretation system. We would like to move in this direction but have not researched a system as of yet.
17	Yes, currently 17 th Circuit has Simultaneous Interpreting system.
18	We have experimented with two vendors for remote foreign and sign language interpretation. We hope to implement an integrated system, as defined above, during 2010. We hope to put one portable system in each courthouse (6) and jail courtroom (3). The total cost would be \$27,000.
19	The 19 th Judicial Circuit Court has discussed the concept of remote Interpretation. New courtroom construction will include networked mixers, amplifiers, headsets, and telephonic equipment as required to implement this solution. DCR equipment in existing courtrooms will be upgraded to networkable components when end-of-life is reached and replacement is approved per State of Florida guidelines. State funding will be requested to replace these existing State of Florida assets.
20	20th Circuit would install an integrated interpreter system in all due-process related courtrooms, building upon successful CourtSmart system the net cost would be budgeted at \$783,225.00.

TRIAL COURT BUDGET COMMISSION

Court Interpreting Technology Workgroup

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Survey Question #2: For those circuits that currently have an integrated interpretation system, please provide an overall description of the type of integrated setup your circuit employs and explain why you chose that setup; explain any challenges associated with your circuit's integrated system including describing any issues experience with implementing the system as part of an existing local or centralized digital court reporting system; explain the types of rooms your circuit has installed integrated interpretation systems (i.e., small/midsize courtrooms, networked hearing rooms) including any experience with the install into large/ceremonial courtrooms; indicate overall how well has the system performed, if you feel that it has been reliable in delivering interpreting services; indicate benefits and limitations you have observed; and indicate any technical or budgetary issues you would like the workgroup to consider as part of their recommendations.

Cir	Response						
9	<p>The 9th Circuit used and expanded the technology already in place for centralized interpreting. Network mixers and video are controlled from interpreter work stations. Click for more detail Challenges have included scheduling and quality of the analog lines. Remote interpreting systems are installed in small/mid-size/large courtrooms, including Jail and Juvenile courtrooms. Our circuit is very satisfied with performance and reliability of the system. Judges' support has been critical. It would be helpful if the Workgroup could provide guidelines on the use of remote carts for outlying courthouses and also, consider some technical solutions for video network improvements.</p>						
	Technical Components			Cost and Life Expectancy			
	Qty	Description	Location	Unit Cost	County or State?	Annual Recurring Maintenance Cost	Life Expectancy (in years)
	20	PA/Translation Sytems	Courtroom	\$9,000	Both	\$0	10
	20	PA Frame with CobraNet	Courtroom	Included	Both	\$0	10
	80	Canceller Card	Courtroom	Included	Both	\$0	10
	40	2-channel Power Amplifier Card	Courtroom	Included	Both	\$0	10
	40	2-channel Mic/Line Input Card	Courtroom	Included	Both	\$0	10
	80	2-channel Mic/Line Output Card	Courtroom	Included	Both	\$0	10
	20	Logic Box	Courtroom	Included	Both	\$0	10
	20	2 Input/Output Extender Box	Central AV Rack	Included	Both	\$0	10
	6	Headsets - Sennheiser HMD25-1	Interpreters	\$65	Both	\$0	10
	60	Headsets - Sennheiser HMD280	Courtroom	\$65	Both	\$0	10

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14	<p>We use videoconferencing and telephones. Since the 14th Circuit is spread out geographically over six counties, we can use an interpreter in one county to perform interpreting duties in another county without the time and expense of travel. We use both video and phone interpreting regularly. The system is available in all of the courtrooms throughout the 14th Circuit and in some hearing rooms. The system has performed very well and is very reliable. It is used almost daily for interpreting. The only limitations is when the equipment goes down (such as the video), but even then we have the telephone system as backup.</p>
17	<p>Currently the 17th Circuit has a simultaneous interpreting system for three remote court houses (10 Court rooms). We are planning to expand in North Wing of the Courthouse. We are also planning a new Courthouse building to be completed in 2014. This Project consists of a new civil and family courthouse with 45 full size courtrooms, 12 smaller courtrooms, and 18 hearing rooms. County is currently working on RFI for the new courthouse building. For North wing, we have identified the requirements and budget as follows: Centralized Shared Resources for teleconferencing and video conferencing for criminal courts. This project would provide for the ability to use a shared resource to provide telephonic and video conferencing to any courtroom in the north wing criminal divisions. Via the utilization of the Cobranet feature of the Biamp Frame audio could be routed to any courtroom from centrally located video conferencing units and a Biamp frame equipped with TI-2 cards.</p> <ul style="list-style-type: none">i. Frame configured as (Cost 6 @\$5,500 =\$33,000):<ul style="list-style-type: none">1. 1 – AudiaFlex CM Frame2. 4 - TI-2 Telephone Interface Cards3. 4 – IP-2 Mic Line Input Cards4. 4 – OP-2 Mic Line Output Cardsii. 6 Cisco Network Switches (Cost:\$14,000)iii. Cabling (Cost:\$30,000)iv. Carts (Cost \$8,000) <p>Grand Total: \$85,000</p> <p>The current 17th Circuit simultaneous Interpreting system located in three remote court houses (10 courtrooms) is based on the 9th Circuit Model. The difference between 9th Circuit and 17th Circuit is that normally it's required that one codec at remote site & one codec at central site but Broward County has further configured the tieline codec to handle 4 courtrooms with two tieline devices instead of traditionally required 5 codec. This is unique setup in the United States, resulting in substantial savings. The desktop tieline codec are installed at the Interpreters end of the link and the rack mount tieline codec is installed in the remote courtroom and linked to the audio PA system. The interpreter can then dials into the court over available network and provide live simultaneous interpreting. Software allows them to switch between courtrooms. Existing video feed is linked for Interpreters to view courtroom. Problem with handling of headphones. There is no one available to do this function from Court. We need to rely on bailiff. Since this is not part of their job, they can refuse. Alternatively we are providing disposable head covers. Currently we are providing headphone wipes.</p> <p>Midsized Courtrooms. This system works with existing PA sound system, and will work for any size courtroom. Some of the Courtrooms that we have are Large, old Each courtroom needs to be configured according to environment and available sound system. So far system has performed very well and very reliable. Remote simultaneous</p>

TRIAL COURT BUDGET COMMISSION

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interpretation provides significant efficiency benefits to the interpreting department of the 17th Judicial Court in Florida. Some of these benefits are:

- The court docket is kept on schedule;
- Interpreters can provide simultaneous remote interpretation - because it is simultaneous, a case moves faster.
- Travel time is minimized so more cases can be handled with the same number of interpreters;
- Last minute requests for interpretation can be handled quickly;
- Interpretation services can be shared throughout the Florida court system (agreements can be made between circuits to share resources if needed);
- Third party interpreting services can be integrated if additional capacity is required; and
- Codecs are simple to use and preconfigured for interpreters

This technology product allow a court system to pool interpreting resources and do simultaneous interpretation from a central location over IP or standard phone line with near CD quality audio. We need to be clear where the funding is coming from. [When Courtroom Sound system is dedicated for Courtroom then as per article V it is county's responsibility. If we connect these systems to Network, then it becomes Courts Technology responsibility. Since its Due process it is State funding]

Technical Components			Cost and Life Expectancy			
Qty	Description	Location	Unit Cost	County or State?	Annual Recurring Maintenance Cost	Life Expectancy (in years)
3	Tieline Commander 3G	North Regional Courthouse South Regional Courthouse West Regional Courthouse	\$3,361	State	TBE	5
3	Headset Sennheiser HMD280	3 Regional Courthouse	\$240	State	TBE	5
3	PC – Dell	2807 - Central Courthouse	\$1,000	State	TBE	3
3	Tieline Commander 3G	2807 - Central Courthouse	\$3,361	State	TBE	5
3	Headset Sennheiser HMD25-1	2807 - Central Courthouse	\$240			

Appendix X – Court
Interpreting Funding Request
by Circuit

Remote Interpreting Implementation and Refresh for FY 2018-19

Funding Request by Circuit

Circuit	WS	CR	HR	Jail	Non-Recurring (Implementation)	Recurring (Refresh/Maint.)
1	2	4		1	\$82,059	\$0
2	1	2		1	\$48,106	\$0
3		3			\$42,459	\$0
4					\$0	\$6,128
5		26			\$367,978	\$21,345
6		11		4	\$212,295	\$3,792
7		1			\$14,153	\$11,993
8	3	15		7	\$328,307	\$0
9	9	2		1	\$93,282	\$0
10		36		4	\$566,120	\$1,237
11		35			\$495,355	\$3,195
12					\$0	\$252
13		8			\$113,224	\$513
14	1	17			\$246,248	\$0
15					\$0	\$23,350
16					\$0	\$7,162
17	5				\$28,235	\$4,440
18		6		2	\$113,224	\$0
19	1	2			\$33,953	\$1,021
20		2		2	\$56,612	\$0
Total	22	170	0	22	\$2,841,610	\$84,428

CR = Courtroom (Large/Ceremonial and Small to Midsize)

HR = Hearing Room (Integrated and Standalone)

WS = Interpreter Office Workstation

Estimated Maximum Costs	
Large/Ceremonial Courtroom	\$14,153
Small to Midsize Courtroom	
Integrated Hearing Room	N/A
Standalone Hearing Room	N/A
Court Reporter Stenography	N/A
Interpreter Office	\$5,647

Note: Actual costs vary by circuit based on local configurations and market conditions.

**SCHEDULE IV-B FOR FLORIDA TRIAL COURT
REMOTE COURT INTERPRETING AND BANDWIDTH
For Fiscal Year 2018-19**



September 2017




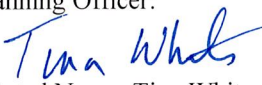
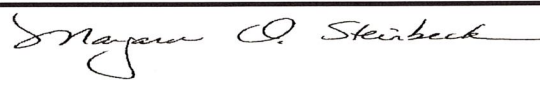
STATE COURTS SYSTEM

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I. Schedule IV-B Cover Sheet

Schedule IV-B Cover Sheet and Agency Project Approval	
Agency: State Courts System	Schedule IV-B Submission Date: September 15, 2017
Project Name: Remote Court Interpreting and Bandwidth	Is this project included in the Agency's LRPP? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
FY 2017-18 LBR Issue Code: 36344C0	FY 2017-18 LBR Issue Title: Comprehensive Court Interpreting Resources
Agency Contact for Schedule IV-B (Name, Phone #, and E-mail address): Kristine Slayden Phone: 850-922-5106 E-mail: slaydenk@flcourts.org	
AGENCY APPROVAL SIGNATURES	
I am submitting the attached Schedule IV-B in support of our legislative budget request. I have reviewed the estimated costs and benefits documented in the Schedule IV-B and believe the proposed solution can be delivered within the estimated time for the estimated costs to achieve the described benefits. I agree with the information in the attached Schedule IV-B.	
Agency Head:  Printed Name: Patricia (PK) Jameson, State Courts Administrator	Date: 9-14-17
Agency Chief Information Officer (or equivalent):  Printed Name: Roosevelt Sawyer, Jr., Chief Information Officer	Date: 9-14-17
Budget Officer:  Printed Name: Dorothy Willard, Chief of Budget Services	Date: 9/14/17
Planning Officer:  Printed Name: Tina White, Chief of Innovations and Outreach	Date: 9-14-17
Project Sponsor:  Printed Name: Judge Margaret O. Steinbeck, Circuit Judge, 20 th Judicial Circuit	Date: 9/11/17
Schedule IV-B Preparers (Name, Phone #, and E-mail address):	
Business Need:	Kristine Slayden, 922-5106, SlaydenK@flcourts.org
Cost Benefit Analysis:	Sharon Bosley, 488-1484, BosleyS@flcourts.org
Risk Analysis:	Kristine Slayden, 922-5106, SlaydenK@flcourts.org
Technology Planning:	Roosevelt Sawyer, Jr., 414-7824, SawyerR@flcourts.org
Project Planning:	Kristine Slayden, 922-5106, SlaydenK@flcourts.org

II. Schedule IV-B Business Case – Strategic Needs Assessment

A. Background and Strategic Needs Assessment

1. Business Need

The Florida Constitution vests with the court the duty of adjudicating disputes as well as directing its business and administrative functions. In order to carry out this constitutional mandate, the courts rely increasingly on technology and are evaluating new ways in which technology can best be utilized in the judicial branch.

According to the U.S. Census Bureau, as of 2010, 26.64% of Florida’s population spoke a language other than English at home. By 2014, this percentage increased to 27.8%.¹ Due to the high concentration of limited English language proficient (LEP) population in our state, Florida is one of the largest stakeholders in the nation with respect to spoken language access demands. Thus, in order to afford Floridians the ability to fully participate in the court process, it is critical the courts adopt strategies designed to remove linguistic barriers and increase both the availability and effectiveness of qualified spoken language court interpreters. Technology enhancements, such as implementation of remote interpreting capabilities on both statewide and circuit levels, will improve overall access to the courts. All court users, including businesses and citizens, will benefit from the increased reliability of, and access to, court interpreting services. In addition, having sufficient bandwidth to support these systems is critical to providing reliable services to ensure due process rights are satisfied.

The judicial branch has long embraced the use of technology to increase the effectiveness, efficiency, and accessibility of the courts. Through its *Long-Range Strategic Plan for the Florida Judicial Branch 2016-2021*,² the State Courts System (SCS) has established several goals intended to advance the mission and vision of the judicial branch in coming years. Such goals include: 1) deliver justice effectively, efficiently, and fairly; 2) enhance access to justice and court services by reducing communication and language barriers to facilitate participation in court proceedings; and 3) modernize administration of justice and operation of court facilities. The State Courts System has made significant strides in the provision of court interpreting services consistent with the SCS’s long-range goals.

In addition, various committees, commissions, and workgroups of the court system have developed standards, best practices, and business requirements covering all aspects of judicial branch technology. The work products of these bodies are discussed in detail throughout this document and serve to support the branch’s commitment to responsible stewardship of public resources through careful implementation of such large-scale projects.

Development of Solutions to Address Business Needs

¹ U.S. Census Bureau Quick facts, <https://www.census.gov/en.html>

² The Florida Supreme Court Long-Range Strategic Plan Workgroup. *Long-Range Strategic Plan for the Florida Judicial Branch 2016-2021*. <http://www.flcourts.org/core/fileparse.php/581/urlt/2016-2021-Long-Range-Strategic-Plan-Floridaweb.pdf>.

In January 2012, the Supreme Court, in [AOSC11-45 In Re: Court Interpreting Services in Florida's Trial Courts](#), approved several of the recommendations proposed by the Commission on Trial Court Performance and Accountability (TCP&A) in their report, [Recommendations for the Provision of Court Interpreting Services in Florida's Trial Courts](#). As part of the approved recommendations, the Supreme Court charged the Trial Court Budget Commission (TCBC) with “monitoring court interpreting budgets to ensure that, to the extent possible given the fiscal environment, the trial courts are provided the opportunity to seek the necessary and appropriate level of resources for purposes of implementing those polices in the future, as funding becomes available” and to conduct “a feasibility study to assess the viability of remote interpreting technology for improving efficiencies as well as reducing anticipated operational costs associated with expanding the provision of court interpreting to all court proceedings and court-managed activities.” Subsequently, the Supreme Court, also in 2012, directed the TCBC to complete an analysis on the expansion of remote interpreting technology to increase the efficiency and effectiveness in providing court interpreting services.

A Shared Remote Interpreting Workgroup (Workgroup), composed of judges, court administration professionals, and court interpreters, was created to review the current state of remote technology in consideration of expanding remote interpreting regionally or statewide to improve operational efficiencies in court proceedings currently covered with state-funded interpreter resources. In 2014, with support from the Legislature through a \$100,000 appropriation, a pilot project was established in the 7th, 9th, 14th, 15th, and 16th circuits to study the processes associated with virtual remote interpreting (VRI) technology using a shared resources model. VRI is a solution that enables courtrooms to have on-demand and scheduled access to a pool of certified interpreters via the use of a statewide audio/video network. With VRI, courtrooms and interpreter offices are equipped with audio/video technology that enables interpreters to provide instant remote video interpretation to any courtroom connected to the network. With VRI, the interpreter controls the audio settings within the courtroom from a remote location so that they can communicate with the appropriate party. The Office of the State Courts Administrator (OSCA) also participated in the pilot by housing the statewide call manager through which interpreting events are routed for connection from one circuit to another.

The Workgroup, consisting of cross-over membership from the Trial Court Budget Commission, the Court Interpreter Certification Board, and the Commission on Trial Court Performance and Accountability, met several times between February 2014 and October 2015 to review live demonstrations of shared remote interpreting as it was tested during the technology pilot. The technology pilot revealed qualitative benefits of shared remote interpreting services: providing flexibility and timeliness in meeting interpretation needs. When used appropriately, virtual remote interpreting can reduce travel and “down time” associated with interpreters walking or driving between courtroom locations or waiting in one location between hearings. Virtual remote interpreting also enables confidential client-attorney conversation as well as simultaneous mode interpreting (allows for continuous interpreting at the same time someone is speaking), which is especially helpful in courtroom settings when judges engage in colloquies or makes statements intended for all courtroom participants.

The Workgroup initiated a six-month data collection effort on court interpreter workload. This

data collection effort, conducted from August 2014 to January 2015, involved court interpreters entering information on a web-based form available through a subscription service, referred to as Formstack, for each court proceeding involving state-funded interpreter services. The information was used to develop resource distribution methodologies and study whether and how to expand the remote interpreting technology pilot to additional areas of the court system.

Through its study and deliberations, the Shared Remote Interpreting Workgroup concluded that shared remote interpreting services can provide significant benefits to the Florida trial courts in the areas of efficiency, quality, and accountability. Accordingly, the Workgroup developed business model guidelines aimed at leveraging and maximizing state-funded resources using technology. These guidelines are documented in their report *Recommendations on Shared Remote Interpreting Services in Florida's Trial Courts* (Appendix A). One of the critical components of the shared remote interpreting project are the statewide networking capabilities of the Florida State Courts System. The remote interpreting pilot was successfully completed using the statewide infrastructure provided by the My Florida Network (MFN). The robust bandwidth and inherent redundancy of the Multiprotocol Label Switching (MPLS) high performance enterprise infrastructure facilitated the high-quality video and audio components of the remote interpreting sessions. Remote interpreting is provided real-time in live courtrooms; accordingly, high performance and reliability are essential.

Funding the Comprehensive Court Interpreting Solution

In recognition of the need for a comprehensive assessment of court technology needs, the TCBC created the Trial Court Technology Funding Strategies Workgroup (Workgroup) in 2014 in order to identify and implement necessary technology improvements in a systematic manner. The Workgroup, with assistance from the National Center for State Courts, Trial Court Administrators, and Trial Court Technology Officers, developed the *Florida Trial Court Technology Strategic Plan: 2015-2019* (Plan) (Appendix B). The Plan was subsequently approved by the full Trial Court Budget Commission and adopted by the Florida Supreme Court.

The Plan recognizes the need for an infrastructure to support the statewide flow of information, technology tools to perform more accurate and reliable court interpreting, and staff to support all statewide, court-specific technology systems. This plan and the associated budget requests are comprehensive in nature as they contain elements involving hardware, software, server management, network services, audiovisual systems and cabling, multi-media services, staff support, and statewide coordination of efforts.

For FY 2018-19, the trial courts are requesting a total of \$8,529,569 as a comprehensive funding issue to ensure the quality and availability of court interpreting services provided in the trial courts. The technology associated with court interpreting makes up the majority of the request at \$4,568,775 in Other Data Processing Services (ODPS) funds for the remote interpreting technology discussed in detail in this Schedule IV-B. The remainder of the request is made up of \$404,083 in contractual services funds and \$1,083,732 for salaries and associated costs for 12.0 new FTEs to address market-driven factors involving workload; and \$2,472,979 in salary funds to address equity, retention, and recruitment of court interpreters.

These technology and human resource elements together enable the state courts system to deliver court interpreting services to court users in a holistic manner – deploying the most effective service delivery model to meet the needs of each particular interpreting event. Further, the remote technology component of this comprehensive court interpreting budget request also complements and therefore is part of the comprehensive trial court technology plan budget request.

Court interpreting ensures the reduction of communication barriers based on disability or limited ability to communicate in English. Fair resolution of court matters for linguistic minorities is intertwined with the efficient and effective administration of justice. Funding to support technological systems comprising audio/video hardware and software will support the delivery of these services in criminal and other court proceedings in which a person's due process rights are at stake, or fundamental rights are involved, while also wisely using state resources. The circuits are experiencing an increase in demand for qualified interpreters in Florida, which are currently in short supply. While population centers are home to more interpreters, rural areas of the state lack the same resources. The use of audio/video technology will assist in improving access to qualified interpreters remotely over a broader geographical area. Successful implementation and statewide expansion of remote interpreting technology may serve as the foundation for additional remote capabilities in other due process areas such as expert witness testimony.

This Schedule IV-B was developed to support the technology associated with funding phase I of remote court interpreting initiatives on a statewide scale. The request contemplates full life-cycle funding and recurring maintenance costs to support future fiscal years, with expansion to more circuits in the second year of funding and ultimately expanding statewide in the third year. This request will continually support, maintain, and refresh the remote interpreting equipment necessary to ensure trial courts are able to meet the needs of judges, court staff, and the public they serve in future years. The courts will seek funding in future years to complete implementation of this critical due process initiative. The requested funding will serve to implement, support, maintain, and refresh current trial court systems.

As part of the request, the Court is seeking additional funding for enhancements to the statewide call manager. The enhancements will provide circuits with a cloud-based bridge to enable concurrent remote interpreting events to occur around the state. In addition, it will facilitate multi-point access to any remote interpreting event. Currently, a single point-to-point call connects a remote interpreter to one courtroom at a time. The requested enhancement will allow multi-point calls that can connect a remote interpreter to two courtroom endpoints at a time, such as a courtroom at the courthouse and a courtroom at the jail where the defendant may be located. This functionality alone is expected to reduce transport time and costs. As these systems depend on reliable internet connectivity, increased bandwidth is needed to ensure sufficient audio and video data transmission across the virtual remote interpreting network including within circuit boundaries and to the statewide call manager located in Tallahassee.

Costs associated with this solution are below:

<i>Remote Interpreting Implementation</i>	\$2,841,610
<i>Support Services – Refresh/Maintenance for Remote Interpreting Equipment</i>	\$84,428
<i>Support Services – Statewide Call Manager for Remote Interpreting</i>	\$171,371
<i>Bandwidth</i>	\$1,471,366
Solution IV Subtotal	\$4,568,775

Impact of Not Funding Remote Interpreting Technology

In order to afford all Floridians the ability to fully participate in the court process, it is critical the courts adopt strategies designed to remove linguistic barriers and increase both the availability and effectiveness of qualified spoken language court interpreters. The trial courts continue to seek ways to maximize resources through the use of available technology. However, without additional funding, the trial courts' ability to maximize the use of current resources through technology and to promote efficient operations will continue to be limited.

2. Business Objectives

The *Florida Trial Court Technology Strategic Plan: 2015-2019* (Plan) is based on the mission of the courts – protecting rights and liberties, upholding and interpreting the law, and providing for the peaceful resolution of disputes. Because the courts' constitutional responsibility is to adjudicate cases, the Plan focuses on the responsibility of the courts to promote the efficient administration of justice with technological tools, such as virtual remote interpreting. The Plan identifies the business capabilities, or objectives, necessary to ensure technology fully supports the courts' primary mission. Specific to virtual remote interpreting, these objectives include:

- Providing a more consistent level of court services statewide.
 - Citizens have access to a consistent level of court interpreting services regardless of geography.
 - Court interpreter requests are met in a timely manner with certified or qualified staff.
- Implementing best practices for funding by incorporating full life-cycle costs of trial court technology ensuring long-range functionality and return on investment.
 - Technology needs are evaluated to include full life-cycle costs.
 - Resources are managed in a proactive rather than reactive manner.
 - Technology is acquired and deployed statewide in a strategic process.
 - Systems are refreshed prior to reaching obsolescence.

B. Baseline Analysis

1. Current Business Process(es)

Court interpreting services have evolved in light of technological advancements in the industry. The major input for these services are the proceedings or court-managed activities that are required to be interpreted. Court interpreting services are delivered either in person or remotely with the assistance of audio/video communications technology. To strengthen the state's court

interpreting program and better equip the courts to provide effective interpreting services, persons who are appointed by the courts to provide these services must comply with rules governing registration and designations, professional conduct, and discipline (See [Florida Rules for Certification and Regulation of Spoken Language Court Interpreters](#)). Circuits are working toward implementing audio/video remote interpreting technology to achieve improved access to qualified interpreters, thereby maximizing their use across the state. In doing so, limited resources can be made available to better match demand.

During FY 2016-17, approximately 218,997 interpreting events occurred statewide. With the continued integration of video remote interpreting technology, courts will have the ability to cover proceedings using qualified interpreters remotely, sometimes from distant areas where resources may be more readily available. This capability is particularly helpful with Florida's increasing demand for exotic languages. For proceedings involving more-commonly requested languages, courts in rural areas will be able to use interpreters from another circuit remotely. This technology also works with intra-circuit remote interpreting configurations, allowing remote audio and video communications from an interpreter and judge located at the courthouse to a defendant located at the jail facility.

2. Assumptions and Constraints

Assumptions - As previously introduced in the statement of business need, the future of the court will involve technology at an ever-increasing level. The shift into the digital environment is being accelerated by society's growing reliance on electronic resources.

Constraints - While not unique to the Florida courts, there are a necessary number of entities, both internal and external, that are responsible for various aspects of court interpreting services and trial court technology.

C. Proposed Business Process Requirements

1. Proposed Business Process Requirements

Court interpreting services are an integral component to the business of the courts – protecting rights and liberties, upholding and interpreting the law, and providing for the peaceful resolution of disputes. In order to ensure the rights of Florida's Limited English Proficient (LEP) population, court interpreting services must be accessible and consistent across the state. The trial courts continue to face challenges in addressing the increased needs for quality interpreting services amid a short supply of qualified interpreters. By embracing technology, the State Courts System can eliminate geographical hindrances, improve access to qualified court interpreting services statewide, and leverage current resources to improve efficiency and effectiveness. As noted previously as part of the courts business needs, VRI is a solution that enables courtrooms to have on-demand and scheduled access to a pool of certified interpreters via the use of a statewide audio/video network.

2. Business Solution Alternatives

In lieu of VRI technologies, court interpreting services may continue to be provided through either on-site interpreting or telephonic interpreting. Most judicial circuits today employ both forms.

On-site interpreting provides services by an interpreter who is physically present in the same location as the parties. Interpretations may be delivered in both consecutive and simultaneous modes. Although the preferred method for providing interpretations, on-site interpreting comes with several disadvantages including but not limited to the following:

- Locating qualified interpreters may be difficult.
- An interpreter may not be readily available when interpretation is needed, potentially delaying proceedings.
- Travel and associated costs are often required.

Telephonic interpreting, on the other hand, provides interpretation via telephone or basic video conferencing systems. Using a speaker telephone or phone with tele- or video-conference capabilities, individuals may call an interpreter when no interpreter is available on-site. This allows for quick access to an interpreter, better access to interpreters of exotic languages, and eliminates the need for travel and its associated costs. The disadvantages to telephonic interpreting include the following:

- Qualifications of the interpreter may not be known if the interpreter is provided by an outside vendor.
- There is no opportunity for confidential client-attorney conversations.
- Participants are limited to consecutive mode of interpretation potentially prolonging the amount of time needed during a court proceeding.
- Background noise and lack of visual cues compromise the accuracy of the interpretation.
- This method does not allow for quality assurance of the interpretation.

Virtual remote interpreting incorporates many of the advantages of both on-site interpreting and telephonic interpreting. Providing interpreting services using integrated audio/video interpreting eliminates the need for travel, allows for quick access to an interpreter, and allows for the guaranteed provision of quality services to multiple locations. Also, VRI reduces the downtime associated with interpreters having to walk or drive between courtroom locations. Thus, interpreters are more readily available to provide direct services in the courtrooms. In contractual settings, this provides the courts a unique ability to maximize services. Oftentimes, contractual providers charge a minimum two-hour fee and complete their service within this timeframe and leave. With VRI, the courts may have the option to use the contractual provider for multiple events, across many circuits, within the same two-hour window. In employee settings, VRI can maximize use of certified employee interpreters reducing the reliance on contractual interpreters.

3. Rationale for Selection

VRI is a solution that enables courtrooms to have both on-demand and scheduled access to a pool of certified interpreters through the use of a statewide audio/video network. This technology

enables interpreters to provide instant remote video interpretation to any courtroom connected to the network. When used appropriately, VRI can offer several benefits such as improved access to quality services and effective use of fiscal resources. By the use of both video and audio components, VRI allows remote interpreters to provide service as if they were located in the courtroom. There is no degradation of service as there would be with telephone interpreting where the interpreter can provide only consecutive interpreting.

4. Recommended Business Solution

Based on the comprehensive functionality and benefits offered through virtual remote interpreting technology, the trial courts recommend implementing a VRI system. This should be done incrementally to address the current and future business needs of the court. Under this approach, the courts will continue to build upon existing investments, achieve interoperability between internal and external systems, and increase the functional lifespan on present equipment as well as overall return on investment.

D. Functional and Technical Requirements

The following functional and technical requirements are associated with the need to provide a more consistent level of court interpreting services statewide by expanding the use of remote interpreting technology in Florida’s trial courts:

- Identify common services.
- Develop minimum standards for technical support of common services and service levels.
- Estimate adequate enterprise funding needs for required services and service levels.
- Identify and provide a consistent statewide level (or several defined levels) of services for remote interpretation and remote expert witnesses (functional requirements, availability of qualified staff, network bandwidth, internal court wiring, etc.), which allows for pooling of limited resources for certified interpreter and expert witnesses. This will provide a more cost effective and consistent level of services across the state.
- Install replacements and provide adequate continuing maintenance for standards-based video conferencing equipment to support use of remote interpretation and remote expert witnesses as needed.

III. Success Criteria

SUCCESS CRITERIA TABLE				
#	Description of Criteria	How will the criteria be measured/assessed?	Who benefits?	Realization Date (MM/YY)
1	Improve consistency in required interpreting services provided statewide (outcome)	Examine compliance with common service definitions, consistent service level agreements, and defined resource requirements	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other	01/19

			parties to a case	
2	Increase in the number of remote court interpretations statewide (outputs)	Examine the number of remote interpreting events/hours	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	01/19
3	Containment of overall operational cost of providing court interpreting services (outcome)	Examine overall existing operational costs in comparison to operational cost changes that occur with the support of technology	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	07/19
4	Improvement in the overall quality in court interpreting services (outcome)	Examine the number of court interpreting events conducted by qualified interpreters versus lesser-qualified interpreters	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	01/19
5	Provide the infrastructure to allow additional transport methods from court-specific technology systems	Expand bandwidth levels to support a consistent level of data transmission across the network	All judicial staff, stakeholders, and public	Varies by Circuit

IV. Schedule IV-B Benefits Realization and Cost Benefit Analysis

A. Benefits Realization Table

BENEFITS REALIZATION TABLE					
#	Description of Benefit	Who receives the benefit?	How is benefit realized?	How is the realization of the benefit measured?	Realization Date (MM/YY)
1	Improved access to court interpreting services	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	Video capabilities will enable court interpreters to be available in a timely manner versus waiting for an interpreter to appear in person	Examine the number of remote interpretations provided	01/19
2	Improved quality of court interpreting services	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	Ability to access state certified interpreters is enhanced due to call manager that routes callers to state certified pooled interpreters	Examine the number of events provided using state certified/duly qualified interpreters versus non-qualified	01/19

				interpreters	
3	Improved timeliness in court interpreting services	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	Technology will enable interpreters to interpret simultaneously as opposed to consecutively providing quicker delivery in services	Examine the time from when services are requested to when services are rendered	01/19
4	Increased opportunity to expand coverage of proceedings	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	Technology will enable qualified interpreters to be provided to litigants over a much broader geographical area where qualified in-person interpreters may not be available otherwise	Examine the number of remote court interpreting hours/events in rural areas of Florida and within other states	01/19
5	Increased opportunity to contain staffing and contractual costs	Judges, state attorneys, public defenders, conflict counsel, private attorneys, pro se litigants, and other parties to a case	Interpreters are able to conduct more interpreting events due to reduction in administrative, scheduling, and traveling related tasks	Examine the staffing and contractual costs, including expense travel costs, and number of interpreting hours performed daily	01/19

B. Cost Benefit Analysis (CBA)

Please see Appendix C for the Cost Benefit Analysis on Remote Court Interpreting and Bandwidth.

V. Schedule IV-B Major Project Risk Assessment

In developing the Risk Assessment submitted in conjunction with this Schedule IV-B, we recognize that many of the tool’s questions address more narrowly-focused projects and requests the following be taken into account:

- This plan represents multiple components that will be implemented at multiple sites (courthouses) in all 67 counties that comprise the 20 judicial circuits of the trial courts.
- Historically, most trial court technology systems have been implemented at the local level, with oversight and project monitoring occurring by circuit-level staff more familiar with local needs. This plan retains that approach but will complement local project managers with support from a state-level Project Management Office (PMO) housed in the Office of the State Courts Administrator (OSCA). The PMO will be available to assist the trial courts in planning for and deploying technology.
- Courts are utilizing different systems for court interpreting service delivery. While this

does not pose a problem operationally, it does present difficulties in answering standardized questions on the risk assessment tool.

Risk mitigation measures are discussed below.

Risk Mitigation

Strategic – Virtual remote interpreting is clearly aligned with the State Courts System’s mission and constitutional authority. Objectives are documented and understood by stakeholders; senior management remains involved in the project through completion stage. Proposed technology solutions are expected to produce a direct, measurable impact on business processes. To the extent possible, project assumptions, constraints, and priorities have been defined. Externally, the public will experience consistent access to the trial courts and improved case processing time. Internally, judges, court staff, and other court partners will experience consistently provided services across jurisdictions and increased availability of qualified court interpreting resources. These are all viewed as positive benefits of the proposed solution.

Technology Exposure –The State Courts System’s management and internal staff have direct experience with video conferencing, which has been used in the courts for more than a decade. By implementing a solution that is an evolution of the video conferencing systems, there is a shallow learning curve for technical staff and the court infrastructure is already optimized for these audio/video sessions. Local Court Technology Officers will be able to work with vendors when implementing technologies such as IP telephony, sound reinforcement, video conferencing units, video displays, and other components that were required from the hardware and software technology perspective.

A Shared Remote Interpreting Governance Committee was also recently established by the Florida Supreme Court via administrative order [AOSC16-105 In Re: Shared Remote Interpreting Services in Florida’s Trial Courts](#) to assist with general oversight and administration, coordination of information and data collection, and recommendations on any necessary modifications for the shared remote interpreting services model. Members of the Governance Committee include a chief judge and other judges, court technology officers, due process services managers, staff interpreters, and court administrators from across the state.

Organizational Change Management – Moderate organizational change is expected as a result of a streamlined enterprise-based court interpreting service delivery. This change has been identified and documented to the extent possible (over 80%) and is expected to produce a positive impact on the organization. To date, an Organizational Change Management Plan has not been developed, but if appropriate funding is secured the State Court System will engage in activities that assist the trial courts in managing this change. The project is not expected to have any negative impact on Florida’s citizens or other state or local government agencies with regard to the ways in which users access the State Courts System; however, it is anticipated that interactions between these groups will be improved as a result of this project.

Communication – The State Courts System prides itself on fostering a collaborative

environment where solutions are developed by Supreme Court-appointed councils and committees comprised of judicial branch leaders from around the state. The project adopts the *Florida Trial Court Technology Strategic Plan: 2015-2019* (Appendix B) as its de-facto Communication Plan. The plan was approved by the Trial Court Budget Commission and adopted by the Florida Supreme Court. In addition, the Trial Court Budget Commission, the Florida Courts Technology Commission, the Judicial Management Council, and other related committees of the branch meet regularly and discuss the progress of all branch-wide projects, as well as any pilot projects, or local projects of greater concern or interest.

Fiscal – A spending plan has been approved and is proposed in association with this legislative budget request. Estimates (see Appendix E) are based on historical funding requirements and staff’s best efforts to account for all known project costs as well as tangible and intangible benefits. Although funding is being sought at the state level, the decentralized nature of the trial courts dictates that procurement plans will be developed at the circuit level. No state-level contract manager is anticipated in association with this project, as contracts are executed at the circuit level.

Project Organization – A state-level Project Management Office (PMO) will be provided to assist circuits with project implementation phases. This PMO, housed in OSCA, will provide project management and high-level oversight of the proposed plan. The Trial Court Budget Commission will also vet many aspects of the project in their capacity as decision-makers over all trial court budget matters, to include all changes in project scope and estimated costs.

Project Management – This project will be managed with high-level oversight by the OSCA PMO services, referenced above, through consultation with the State Courts System executive management teams (Trial Court Budget Commission and Florida Courts Technology Commission). Once circuit-level funding is allocated, the executive management teams in the circuits (Trial Court Administrators and Trial Court Technology Officers) will be responsible for management and implementation at the local level.

Project Complexity – The State Courts System has implemented technology projects of similar complexity. This project involves a central project-oversight team at the state level and multiple implementation team members at the circuit level; end users are dispersed across multiple sites over the 67 counties. The project is not expected to affect state operations or external entities, but is projected to have a positive impact on State Courts System business processes and infrastructure.

VI. Schedule IV-B Technology Planning

A. Current Information Technology Environment

1. Current System

The current information technology environment includes both state- and county- owned equipment, systems, hardware, and software. To support the future implementation of the remote interpreting technology statewide, the TCBC approved the *Court Interpreting*

Technology Workgroup Report and Recommendations (Appendix F). This report established the cost model and hardware refresh recommendations for VRI technology. Additionally, the Due Process Technology Workgroup, through the study of the pilot project, established draft technical and functional standards for integrating remote interpreting technology into the circuits. These standards continue to be refined as more information is gathered from the pilot.

a. Description of Current System

The use of technology for interpreting services has become more widespread as the demand for more effective and efficient interpreting services continues to increase. Throughout most of the 20th century, interpreting services were primarily conducted in the consecutive mode, either face-to-face or with the use of standard or speaker telephones. In recent years, technological advancements have made it possible to provide interpretations with the use of sophisticated digital audio/video communications systems. Most judicial circuits today employ both on-site and telephonic interpreting. A few circuits employ integrated audio/video interpreting services. The following is a general description of the interpretation methods used today:

- 1) On-Site Interpreting – Commonly referred to as “in-person” or “face-to-face” interpreting, these interpretations are rendered by an interpreter who is physically present in the same location as the speaker and all other parties. Interpretations may be delivered in both consecutive and simultaneous modes (i.e., in consecutive mode the interpreter waits for the source speaker to complete a sentence and then interprets; in simultaneous mode interpretations are rendered as the source speaker continuously speaks).
- 2) Telephonic Interpreting – Referred to as “over-the-phone interpreting,” interpretations are delivered via telephone. Using a speaker telephone or phone with teleconference capabilities, individuals may call an interpreter when no interpreter is available on-site. Several agencies and vendors provide telephonic interpreting services (e.g., Language Line). In this format, the interpretation is typically delivered in consecutive mode.
- 3) Integrated Audio/Video Interpreting – Utilizes an integrated network system consisting of audio mixers, telephone lines, headsets, and, in most cases, cameras to enable interpreters to provide on-demand interpretation services to multiple venues from a remote location. Depending on the technical set up, interpreters may provide services from any location (e.g., office, home) and communicate directly with participants. Remote interpretation is delivered in simultaneous mode.

b. Current System Resource Requirements

Court interpreting technologies can be grouped into four discrete categories.

- 1) Software – The software category provides coverage for all software that operates on both server and client workstation devices responsible for the control of the audio and video settings within the courtroom from a remote location.
 - a. Remote Interpreting Software

- b. Word Processing Software
 - c. Microsoft Windows Operating System
 - d. Anti-virus Protection
 - e. Archive Storage
 - f. Utility Tools
- 2) Digital Computer Hardware – The digital computer hardware category provides coverage of all digital component technologies necessary to operate and maintain the remote interpreting software. Primary emphasis is placed on software driven devices including servers for managing call services and monitoring workstations dedicated to operate technology.
- a. Encoding Servers
 - b. Archive Servers
 - c. Remote Interpreting Workstations
 - d. Digital Audio Adapters
 - e. Tape Backup Units
 - f. Servers to Support Call Manager Services
- 3) Media-Related Hardware and Embedded Devices – This category provides coverage of all equipment necessary to adapt the audible and visual analog proceeding. This includes peripherals representing a wide range of technology equipment. Some equipment may include embedded digital technology.
- a. Condensing Microphones and Bases
 - b. Audio and Video Mixers
 - c. High Resolution Video Cameras
 - d. Bench Control Pads
 - e. Splitters, Filters, and Other Line Level Equipment
 - f. Visual and Audible Monitoring Devices
 - g. Printers
 - h. Video Appliances
 - i. Headphones
- 4) Infrastructure – The infrastructure category contains elements necessary to interconnect and operate an integrated court interpreting system. Elements commonly found are data and telecommunications equipment, wiring for audio, video and data networks, and equipment racks.
- a. Any Communications Equipment Supporting Audio Visual Capabilities of Court Proceedings and Participants
 - b. Uninterruptible Power Supply and Power Conditioning
 - c. Furniture and Equipment Racks
 - d. Cable for Connecting Audio and Video of Court Proceeding

c. Current System Performance

Due to the wide variance of equipment and hardware systems, availability and performance vary greatly. While many circuits have fully redundant systems offering failover, other circuits are unable to offer redundancy for mission critical systems, staff to support these systems, or continued training programs to ensure current and future employees are able to realize system effectiveness.

Circuits have identified due process as a critical service area that should have a proactive maintenance approach to avoid outages rather than a poorly supported break-fix model that inherently involves downtime that delays court proceedings. It should be noted that while many circuits currently use county funds as a stopgap for items that are statutorily the responsibility of the state, most circuits indicate continued reliance on county funding assistance is causing a “ripple” effect on other local county technology initiatives. Many circuits have had to use limited county funds intended for other uses to fill gaps for critical need areas such as court reporting, which reduced funding available for the initially intended use. Thus, other local technology initiatives suffer if less money is available to support them. Since counties are not obligated to support state due process funding needs, there is no guarantee the necessary funding will be provided for remote court interpreting equipment.

Lack of state funding to support refresh and upgrades in due process equipment will not only risk a failure of due process services, but will ultimately result in higher operational costs. Overall, the majority of circuits note how the trial courts have made substantial strides in bringing efficiencies to the delivery of these services. For example, the use of digital court recording equipment has been institutionalized in the trial courts and has been successful in containing the overall cost of court reporting services. The circuits continue to make strides in advancing efficiencies through piloting efforts of integrated audio/video court interpreting systems. In comparison to other states, Florida is at the forefront in utilizing audio/video technology to support court interpreting services. If state funding is not provided to support prior investments, the court system will be impeded in further progress of implementing virtual remote interpreting.

2. Information Technology Standards

The *Integration and Interoperability Document* (Appendix G) describes in detail the use of integrated technology throughout the State Courts System. To ensure a uniform baseline for adequate coverage of court proceedings throughout the judicial branch, this document was developed by consensus and supported through active participation by the trial courts. It was subsequently approved by the Florida Courts Technology Commission (FCTC) and is continually reviewed and updated by the FCTC Technical Standards Subcommittee to meet the integration and interoperability in the judicial branch environment.

The *Integration and Interoperability Document* also identifies the data transmission of electronic communications systems and describes the integration of local county network infrastructure to the State Network as defined in section 29.008(f)(2), F.S. Overall, this document supports the vision of the FCTC, relative to integration and interoperability among multiple heterogeneous systems. In addition, the *Court Interpreting Technology Workgroup Report and Recommendations* (Appendix F) offer detailed descriptions on accepted standards for court interpreting in Florida’s trial courts.

B. Current Hardware and/or Software Inventory

OSCA maintains a record of court interpreting hardware and software purchased in association with the virtual remote interpreting pilot project (Appendix H). As the courts acquire additional equipment, a formal inventory process can be implemented in which all court interpreting technology purchased with state or county funds will be tracked. Similar to the trial courts digital court reporting inventory, a remote court interpreting inventory would capture data elements such as equipment type, equipment location, purchase date, and total cost so as to obtain information on court interpreting technology components used in each courtroom and hearing room across the state.

C. Proposed Technical Solution

1. Technical Solution Alternatives

Interpretation for court participants has historically required an individual interpreter to be standing next to the party requiring interpretation. This requirement controlled the business efficiency of the courts. As technology advanced in the area of video conferencing, it became possible to leverage that same technology in order to provide this service without having to have an interpreter physically present. Taking advantage of this remote capability, the concept of a shared remote interpreter resource became a possibility. This would allow the creation of a pool of interpreters that would be available to provide interpretation as needed without having to pay for redundant resources and additional travel. Currently the technologies supporting the approach to providing services, remotely and from a shared pool of resources, can be accomplished by leveraging video conferencing, multipoint bridging, and resource scheduling. The challenge in this type of environment is interoperability, reliability, and ease use. There are several solutions available that provide parts of this framework, but a major functional requirement of this service delivery model is that all of these components are available in the chosen solution.

2. Rationale for Selection

In order to ensure the business needs of the court are satisfied, an evaluation was performed that identified the business process and requirements of the court in regard to remote interpreting. This evaluation was used to build the functional requirements for a solution that could be used to provide the remote interpretation service. In addition to the business needs of the court, a solution that would allow improvements to the efficiency of the current model were considered. The result was a shared resource model where interpreters could provide services in multiple counties based on an availability model. This would maximize the productivity of the interpreter while minimizing the requirements to have interpreter staff on site in each county. The availability model could be based on current interpreter data and used to forecast the number of interpreters needed. The scheduling component of the solution would be needed to ensure that resources were able to be used when needed, and could exclude themselves from the “pool” when occupied with an interpretation session (either local or remote). The Scheduling component would be configured to “prefer” local resources that were available and then “hunt” for remote resources in the event the local resources were unavailable. The underlying requirement is quality of voice and video. The judicial branch has used video conferencing for

many years and has set standards for video and voice quality that ensure all participants are able to clearly see and hear all other participants in a conference. These same standards have been used as the guidelines for Virtual Remote Interpreting (VRI) quality.

3. Recommended Technical Solution

Based on the success of the pilot and the ongoing testing the judicial branch has been performing on VRI capabilities in order to determine if this approach will meet the needs of the court for ensuring participants have the ability to communicate on their behalf. The pilot consisted of Cisco Systems video conferencing solutions implemented in the pilot counties and at the OSCA. The county implementations were considered endpoints and were capable of supporting both voice and video calls. The devices implemented at the OSCA facilitated the connection between interpretation resource and the parties needing interpretation. This decision was based on the existing solutions that Cisco had available for this unique application. Additionally, Cisco has a statewide presence through a vendor network that is capable of implementing and supporting the equipment needed across the state. OSCA Staff and local county staff had a familiarity with the Cisco solutions and minimal support training would be required. Furthermore Cisco's solution set is compatible with other industry standard solutions provided by other vendors. This comprehensive solution, statewide presence, and interoperability are the foundation of the recommendation for this as the technical solution to be implemented for the judicial branch.

D. Proposed Solution Description

1. Summary Description of Proposed System

Continued implementation of remote interpreting technology will include a circuit-wide system consisting of conferencing equipment, headsets, and, in most cases, cameras to allow interpreters to provide interpretation services to multiple venues from a remote location. These systems will be implemented in a way that allows interpreters to be shared either across a single county with multiple courthouses using local remote interpreting, or across circuit boundaries providing interpreter resources across a broader geographical area. Utilizing remote interpreting solutions will significantly reduce travel associated with interpreters having to walk or drive between courtroom locations. Further, downtime is reduced due to interpreters no longer having to wait between hearings in one location. Remote interpretation will improve efficiency in case processing – court proceeding delays associated with consecutive mode interpreting will be reduced as remote interpreting technology supports the delivery of interpreting services in simultaneous mode. This technology will also improve effectiveness in service delivery as circuits can access state certified staff interpreters, thereby reducing reliance on lesser-qualified interpreters.

Finally, remote interpreting will increase opportunities to share interpreter resources between circuits and other states providing better economies of scale. Other states such as Arizona and New York are moving ahead with statewide remote capability using various technological systems. Like Florida, Arizona is working with Cisco on statewide remote interpreting capabilities. New York already utilizes a fiber network to every court and a videoconferencing center that has been primarily used for internal court training, but can also be used to support

remote interpreters in furtherance of a statewide model. As more states move toward integrating similar remote interpreter equipment around a national cloud capability, an initiative supported by the National Center for State Courts, states may achieve a greater pool of trained interpreters to perform remote interpreting. In recognition of these potential benefits, the National Center for State Courts is currently developing Standards for Shared Court Video Interpreter Network that states may use as a guideline for expanding technological resources.

2. Resource and Summary Level Funding Requirements for Proposed Solution (if known)

A legislative budget request for the statewide expansion of court interpreting technology/equipment and the associated bandwidth has been vetted by the Trial Court Budget Commission and approved by the Florida Supreme Court. The table below shows projected costs for fiscal year 2018-19. These cost estimates are based on standards developed in the Trial Court Budget Commission's *Court Interpreting Technology Workgroup Report and Recommendations* (Appendix F). The court funding request was estimated based on \$14,143 per courtroom and \$5,647 per court interpreter office. A breakout of the remote interpreting equipment costs by county can be seen in Appendix I, *Court Interpreting LBR 2018-19 - Funding Request Amount by Circuit*.

Requested Required Resources	LBR FY 2018-19			Total Amount Requested
	Quantity	Non-Recurring	Recurring	
Remote Interpreting Equipment:				
Interpreter Workstations	22	\$124,234	\$0	\$124,234
Courtroom Audio/Video	170	\$2,406,010	\$0	\$2,406,010
Jail Courtroom Audio/Video	22	\$311,366	\$0	\$311,366
State-level Call Manager Enhancements		\$0	\$171,371	\$171,371
Maintenance		\$0	\$84,428	\$84,428
Bandwidth		\$0	\$1,471,366	\$1,471,366
Total Costs	214	\$2,841,610	\$1,727,165	\$4,568,775

Included in this solution are costs associated with expanded bandwidth, which accompanies information technology requirements. Costs associated with expanded bandwidth are requested for those circuits whose network is becoming saturated due to the addition of remote interpreting and other technology solutions. Cost estimates were determined by applying the industry-accepted 80% rule to current usage levels provided by each judicial circuit. Where circuits are currently utilizing over 80% of their available bandwidth, an increase will be needed to accommodate additional digital traffic, including the expansion of remote interpreting. The cost for each data circuit is determined by the provider, DMS/MFN or Telco. See *Additional Bandwidth Costs* (Appendix J).

E. Capacity Planning

Careful planning is key to the success for a project of this nature. To help assist with allocation of resources, including requests for funding, staff of the Office of the State Courts Administrator

(OSCA) reviewed the implementation plans for each judicial circuit to ensure local objectives meet state operational and technical obligations. Judges, state attorneys, public defenders, private counsel, court administrators, clerks of court, bailiffs, court technology officers, and others must be regularly consulted.

VII. Schedule IV-B Project Management Planning

The Judicial Branch employs a number of governing bodies to carry out critical initiatives. The key governing bodies in the trial court system include commissions and committees appointed by the Supreme Court, the chief judges of each circuit, and court administration at both the state and circuit level. Five primary stakeholder groups are instrumental in planning the integration of remote interpreting technology: the Commission on Trial Court Performance and Accountability (TCP&A), the Trial Court Budget Commission (TCBC), the Florida Courts Technology Commission (FCTC), the Court Interpreter Certification Board, and the chief judges and trial court administrators of Florida's 20 judicial circuits.

At the state level, there have been a significant number of research projects and reports issued by these governing groups to address automation of trial court functions. Planning for technology should align with the *Long-Range Strategic Plan of the Florida Judicial Branch 2016-2021*, in which the Supreme Court adopted several goals (noted in the table below, in pertinent part) to support the mission and vision of the judicial branch and improve accessibility, fairness, effectiveness, responsiveness, and accountability of the court system.

Goals
1.2 - Ensure the fair and timely resolution of all cases through effective case management.
1.3 - Utilize caseload and other workload information to manage resources and promote accountability.
2.3 - Ensure that court procedures and operations are easily understandable and user-friendly.
2.4 - Collaborate with justice system partners and community organizations to deliver appropriate services.
2.5 - Reduce communication and language barriers to facilitate participation in court proceedings.
4.3 - Create a compatible technology infrastructure to improve case management and meet the needs of the judicial branch and court users.
4.6 - Secure sufficient financial resources for technology and innovation to meet current needs and future challenges.

Overall, as evidenced in the reports and policies issued in recent years, it is clear those on the front line of the trial court system such as judges, court staff, and clerks of court, as well as state-level participants such as the Supreme Court, court committees, and the Legislature, along with other individuals and groups, agree the trial courts must make progress toward supporting the automation of court functions.

The Commission on Trial Court Performance and Accountability, Trial Court Budget Commission, Florida Courts Technology Commission, and Office of the State Courts Administrator have been in regular communication with the trial court administrators and chief judges of all 20 judicial circuits regarding this issue over the last several years (as discussed in

previous sections). This proposal is being submitted on their behalf and with the knowledge they have the experience and are responsible and accountable for successfully integrating this technology in their local arenas.

The major reports issued by the above referenced governance groups in support of court interpreting technology are noted below in chronological order:

- [TCP&A Report and Recommendations \(on Court Interpreting Services\) – January 2002.](#) This report outlines service delivery issues on court interpreting services. Recommendations are provided on the mission statement, performance measures, management practices, and statutory and rule revisions.
- [TCP&A Recommendations for the Provision of Court Interpreting Services in Florida’s Trial Courts – November 2010.](#) This report provides recommendations on standards of operation, best practices, and general recommendations for the provision of court interpreting services. The report recommended circuits move toward incorporating the appropriate use of remote audio/video interpreting technology in compliance with statewide technical requirements and cost standards for remote interpreting technology as developed by the FCTC and the TCBC.
- **TCBC Report and Recommendations of the Court Interpreting Technology Workgroup, 2010.** To support the future implementation of remote interpretation technology, the TCBC directed the establishment of cost model recommendations and refresh timeframes, as noted in this report. A copy of this report is provided in Appendix F.
- **TCBC Technical and Functional Standards of Remote Court Interpretation Technology.** In December 2011, the TCBC established a Due Process Technology Workgroup (DPTW) to review the current state of remote technology in consideration of expanding remote interpreting regionally and/or statewide. A pilot project was established in the 7th, 9th, 14th, 15th, and 16th Circuits to study the processes associated with using this technology and sharing interpreting resources across circuits. The Office of the State Courts Administrator (OSCA) is participating in the pilot by housing the call manager.
- [Shared Remote Interpreting Workgroup \(SRIW\) Recommendations on Shared Remote Interpreting Services in Florida’s Trial Courts, December 2015.](#) The Shared Remote Interpreting Workgroup was established with cross-over membership from the Due Process Technology Workgroup, the Court Interpreter Certification Board, and the TCP&A with the goal of establishing recommendations on the business processes for sharing remote interpreting resources. The SRIW proposed six recommendations to support the maximized use of the limited supply of certified interpreters through the use of VRI technology. Each recommendation includes a set of specific, discrete-level business guidelines for implementation purposes. This report has been approved by the TCP&A, the TCBC, the Court Interpreter Certification Board and by the Supreme Court. Following approval of the report, a Shared Remote Interpreting Governance Committee was created to focus on various aspects of continued implementation of remote interpreting technology.

In developing the technology budget proposal for remote court interpreting, the Trial Court Budget Commission reviews individual circuit requests in-line with the above state-level strategies and budgetary policies. The Office of the State Courts Administrator provides support and guidance to the circuits, directs the Invitation to Negotiate (ITN) process, assists with vendor coordination, and assists with technology installation. The chief judge and trial court administrator are directly responsible for developing circuit-level work structures for the continued implementation of technology.

The integration of technology is carried out directly by each judicial circuit. Circuits are individually responsible for establishing the local terms of the vendor contracts. During implementation, each circuit conducts the following quality control measures:

1. Unit testing is conducted on all components.
2. Software acceptance testing is completed by circuit court technology staff to validate each software revision to be installed within a production environment. Validation of system and other relevant software is tested according to the criteria as defined by software manufacture and court staff.
3. Integration testing is conducted by the circuit court technology staff to verify that each element of the system interacts with each other as designed, and performs in compliance with the system specifications and design. Integration testing is conducted in a live courtroom environment suited to reflect and duplicate as closely as possible, a typical operational environment within the State Courts System.
4. Functional testing (testing against functional specifications, which exercise the system from the end-user stand point) is performed in order to ensure the functional specification is met for correctness, procedural accuracy, user friendliness, and consistency. Functional testing includes, but is not limited to:
 - System security functionality is tested against state requirements, to ensure protection from improper penetration.
 - Login security is tested to verify access to authorized functions.
 - Security of workstation data is tested per the state requirements.
 - Server interaction is tested to verify interoperability of integrated systems.
 - System reliability is tested to verify high resolution of audio and video inputs/outputs.
 - Verification of operations and reference manuals.
 - Usability testing is conducted with the main objective to verify the system will be easy to learn and easy to use.
 - Usability testing to include:
 - Consistency between screens is tested for the look and feel to be consistent throughout the system.
 - Labels and Titles to accurately reflect the actions to be performed.
 - Accessibility and ease of use of all functions in user interfaces.

- Mouse and keyboard support for all functions.
 - Error message clarity, meaningfulness, and helpfulness in troubleshooting
 - Efficiency of the interface to ensure that a minimum amount of steps and time are required to complete a task.
5. Operational testing is conducted to validate maximum number of integrated rooms and number of users, and concurrent user requests which a system can tolerate and handle appropriately. This level of testing includes:
- Performance testing to achieve loads that mimic realistic business usage and to validate the systems can meet acceptable service levels.
 - Stress testing to validate the stability of the integrated server and database under overload and abnormal conditions, when the system is required to handle resource demands in excessive quantity, frequency or volume.
 - Resource usage testing to verify resource consumption does not exceed the required level and the system is not particularly sensitive to certain input values.
 - Database recovery testing to validate system availability and recover ability requirements.
 - Network-related failure recovery verification.
 - Compatibility testing to verify the system interacts with other State Court automation systems as required.
 - Startup/Shutdown tests to meet end user performance and usability requirements.
 - Validation of hardware setup and configuration procedures against the documented instructions.
 - Installation testing to validate installation procedures as appropriate. This includes software distribution, verification of dates, versions, presence of files and folders as well as all necessary drivers and 3rd party software.
 - Configuration testing to validate all required hardware and software configurations and their combinations.
 - Reliability testing to validate the entire system as well as all system components and wiring targeting specific reliability requirements.
6. Pre-acceptance testing is conducted on-site by vendor and circuit court technology staff. Pre-acceptance testing is a full system test executed at the court site within each courtroom or hearing room environment that mimics the realistic business environment as closely as possible, and ensures the system's functional and software environmental issues are resolved before acceptance testing begins. Validation results are reviewed and approved by the Chief Judge and Court Administrator of the Circuit.
7. Acceptance testing is performed by circuit court technology staff. Acceptance testing will be performed against system requirements and will include all elements of the system testing, such as functional and operational testing including business case scenarios. All hardware and software system components are installed and the installation is verified using actual documented installation procedures. Software un-install procedures are also validated if applicable. The Court Technology Officer of each circuit monitors and registers/reports on all the issues found during acceptance testing

and tracks them to closure. The Court Technology Officer maintains metrics for reporting test progress and issue tracking. At a minimum, weekly meetings are held to review outstanding issues and test progress. Technical discussions and additional status reviews are held as required. All records of statuses, reviews, and metrics are maintained in the vendor repositories. A quality assessment report is generated at the end of acceptance testing and provided for court review and approval.

Acceptance testing includes, but is not limited to:

- Verification of hardware and software components and their functionality.
- Overall solution functionality and expected outputs.
- Walkthrough demonstration of all hardware, software, and documentation deliverables.

Vendor personnel remain on site for effective support during equipment installation acceptance testing. Vendor provides hardware, software, and QA specialists that have worked on the system development until the system is accepted by the Court.

8. In order to ensure consistent performance of all recording subsystems, vendors train court personnel in the following areas:
 - Physical conditions of the audio capturing, such as background noise, microphone placement, subject positioning, distance between microphones, etc.
 - Equipment calibration
 - Peripheral equipment driver setups
 - Startup and Shutdown procedures
 - Failure recovery, trouble shooting, backup and restore procedure
 - Inspection of the supply materials from inconsistencies and/or defects, which may require placement
 - Evaluation of the media quality.
 - Vendor support process, which is designed to address any court issue and track it to closure in a timely manner.

VIII. Appendices

Appendix A – Recommendations on Shared Remote Interpreting Services in Florida’s Trial Courts

Appendix B – Florida Trial Court Technology Strategic Plan: 2015-2019

Appendix C – Cost Benefit Analysis for Remote Court Interpreting and Bandwidth

Appendix D – Risk Assessment Tool

Appendix E – Projected Cost Estimates FY 2017-18 and FY 2018-19

Appendix F – Court Interpreting Technology Workgroup Report and Recommendations

Appendix G – Integration and Interoperability Document

Appendix H – Remote Interpreting Pilot Project Costs

Appendix I – Court Interpreting Legislative Budget Request FY 2017-18 – Funding Request Amounts by Circuit

Appendix J – Additional Bandwidth Costs

Appendix A – Recommendations on
Shared Remote Interpreting Services in
Florida’s Trial Courts

Recommendations on Shared Remote Interpreting Services in Florida's Trial Courts

Commission on Trial Court Performance and Accountability

Trial Court Budget Commission

Court Interpreter Certification Board

December 2015

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Executive Summary

In December 2011, the Supreme Court, in AOSC11-45 approved several recommendations proposed by the Commission on Trial Court Performance and Accountability (TCP&A) in *Recommendations for the Provision of Court Interpreting Services in Florida's Trial Courts*. Among those, the Court directed the Trial Court Budget Commission (TCBC) to “monitor court interpreting budgets to ensure that, to the extent possible given the fiscal environment, the trial courts are provided the opportunity to seek the necessary and appropriate level of resources for purposes of implementing those policies in the future, as funding becomes available” and to conduct “a feasibility study to assess the viability of remote interpreting technology for improving efficiencies as well as reducing anticipated operational costs associated with expanding the provision of court interpreting to all court proceedings and court-managed activities.”

In response to these directives, the Trial Court Budget Commission established a Due Process Technology Workgroup to review the current state of remote technology in consideration of improving operational efficiencies in court proceedings currently covered with state funded interpreter resources. In 2014, a pilot project was initiated in the Seventh, Ninth, Fourteenth, Fifteenth, and Sixteenth Circuits to study the processes associated with providing remote interpreting services within a statewide network. The Office of the State Courts Administrator (OSCA) participated in the pilot by housing a statewide call manager. Additionally, a joint workgroup, with cross-over membership from the Due Process Technology Workgroup, the Court Interpreter Certification Board, and the Commission on Trial Court Performance and Accountability, was established to make recommendations, based on the results of the pilot and on the business processes for sharing remote interpreting resources.

The workgroup, referred to as the Shared Remote Interpreting Workgroup (Workgroup), met several times between February 2014 and October 2015, including an in-person meeting held at the Orange County Courthouse on April 4, 2014, to view live demonstrations of shared remote interpreting. The Workgroup also initiated a six-month data collection effort on court interpreter workload. This effort, conducted from August 2014 to January 2015, involved court interpreters entering information on a web-based form for each proceeding involving state-funded interpreter services. The information was used to update statistics reported through the Uniform Data Reporting system, but also provided detail on the interpreter, the level of qualification, and the actual time involved in interpreting.¹ The information also informed the Workgroup on whether to expand the remote interpreting pilot to additional areas of the court system.

¹ Uniform Data Reporting (UDR) is a data reporting system used by Florida's trial courts to provide monthly information to the Florida Office of the State Courts Administrator on the use of state-funded mediators, court interpreters, court reporters, and expert witness resources. The system was developed in 2004 upon implementation of a unified court budgetary framework for Florida's trial courts.

As of result of the Workgroup's study, the following recommendations are offered on shared remote interpreting services for the trial courts. For each recommendation, a set of specific, discrete-level business guidelines is also proposed for implementation purposes.

- I. Establish a statewide pool of qualified interpreter resources. The Workgroup recommends the Trial Court Budget Commission, during its annual resource allocation process, consider the number of hours (per week) each circuit will be required to contribute to the pool. The allocation should be based on a workload threshold to ensure equitable distribution of interpreter workload across circuits.
- II. Establish statewide education and training provisions, including materials and resources, to ensure remote interpreters and courtroom participants understand and are able to operate video remote interpreting technology appropriately.
- III. Ensure that all remote interpreters participating in the statewide pool track their events by entering data, for each remote interpreting event, into a local reporting system or *Activity Form*. Monthly reports shall be provided by each circuit to the OSCA, in a format prescribed by OSCA, by the 15th day of each succeeding month.
- IV. Ensure all certified staff interpreters take an oath as administered by a presiding judge at the initial start of employment. The oath shall be considered valid for the duration of the interpreter's employment barring situations such as lapse of certification, disciplinary action, or suspension.
- V. Establish a governance committee to make recommendations to the Commission on Trial Court Performance and Accountability, the Court Interpreter Certification Board, and the Trial Court Budget Commission regarding oversight of shared remote interpreting services.
- VI. Direct the governance committee to monitor funding needs of the circuits in consideration of making recommendations to the Trial Court Budget Commission on changes to existing allocations, standard rates, and cost recovery/sharing practices, to ensure the highest efficiency in the use of the interpreter resources within the shared remote interpreting model.

The Workgroup offers these recommendations in support of the efforts of the Florida State Courts System to improve access to qualified interpreter services. Court interpreting services are an integral component to ensuring the constitutional right of access to justice. According to the U.S. Census Bureau, approximately 27% of Florida's population includes those persons who are limited English proficient.² Courts continue to face challenges in addressing the increased needs for quality interpreting services amid a short supply of qualified interpreters. While large population centers are

² U.S. Census Bureau Quick facts, <http://quickfacts.census.gov/qfd/states/12000.html>

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home to more interpreters, rural areas of the state lack the same resources. By embracing technology, the state courts system can eliminate these geographical hindrances. Shared use of remote interpreting services represents an opportunity for courts to greatly improve interpreter services through enhanced technological communications, while also wisely using state resources.

The Workgroup would like to thank the justices of the Florida Supreme Court, the Trial Court Budget Commission, the Commission on Trial Court Performance and Accountability, and the Court Interpreter Certification Board, for the opportunity to submit these recommendations.

Introduction

According to the U.S. Census Bureau, as of 2010, 26.64% of Florida's population spoke a language other than English at home. By 2013, this percentage increased to 27.4%.³ This trend of growth in the non-English speaking population is an indicator of interpreter resources needed in Florida's court system. Nonetheless, growth in this population demographic alone cannot be read in isolation. In fact, the number of cases in which an interpreter was used has actually declined. In FY 2010-11, 442,271 cases occurred that required a court interpreter to provide services. By 2013, the number of cases requiring an interpreter declined to 350,541. This decline in overall interpreter services is regarded as a larger reflection of reduced court filings and national crime rates, as well as changes in societal trends to rehabilitate and reduce incarceration of non-violent offenders. With these changes, fewer criminal cases are entering the court system; therefore, fewer interpreter events are occurring. Although, it is uncertain whether the decline may continue in the future. As the Florida economy continues to recover from the 2007 Great Recession, new laws may be enacted that result in additional arrests. These actions may result in increased need for interpreter services. Also, the Commission on Trial Court Performance and Accountability, in its 2010 report, *Recommendations for the Provision of Court Interpreting Services in Florida's Trial Courts*, recommended the expansion of interpreter services to all court proceedings and court managed activities.⁴ Based on these recommendations, it is expected that Florida may face increased need to provide interpreting services in future years. With the possibility of increased need, it is essential the state courts system improve its ability to provide services in cases involving parties or witnesses who are limited English proficient (LEP).

Currently, Florida ranks fourth in the nation for having the largest non-English speaking population, following closely behind states such as California, Texas, and New York.⁵ To ensure quality interpreting services in the state courts system, the Florida Supreme Court, in 2008, implemented a state certification program for spoken language interpreters. Florida is joined by approximately 25 other states that have established procedures for certifying spoken language interpreters. The Court Interpreter Certification Program, within the Florida Office of the State Courts Administrator, currently offers oral qualification examinations in the following languages: Arabic, Bosnian/Serbian/Croatian, Cantonese, French, Haitian Creole, Hmong, Ilocano, Korean, Laotian,

³ U.S. Census Bureau Quick facts, <http://quickfacts.census.gov/qfd/states/12000.html>

⁴ "Court Proceedings" are defined to include any civil or criminal event or proceeding presided over by a judge, magistrate, or hearing officer. "Court-managed activities" shall be defined as any activity or service operated or managed by the court system.

⁵ American Community Survey Report, [Language Use in the United States: 2011](#).

Mandarin, Marshallese, Polish, Portuguese, Russian, Somali, Spanish, Turkish, and Vietnamese. As of September 25, 2015, 281 interpreters were certified through the Florida program.

Recently, several amendments were made to the Florida Rules for Certification and Regulation of Spoken Language Court Interpreters promoting the use of the program's more highly qualified interpreters when interpreters are privately retained as well as when they are court-appointed. Additionally, the state courts system is focusing on innovative solutions in utilizing court interpreting resources. In 2013, the Florida Supreme Court directed its Trial Court Budget Commission to review the use of technology to improve access to qualified court interpreters certified through Florida's Court Interpreter Certification Program. In response, the Trial Court Budget Commission initiated a technology pilot to test how remote technology can be used to enhance court interpreter operations. Such a solution, commonly referred to as virtual remote interpreting (VRI) will enable sharing of interpreting resources regionally to allow access to qualified interpreters over a broader geographical area.

To explore how court interpreter resources can be utilized using VRI technology, a Shared Remote Interpreting Workgroup (Workgroup), with cross-over membership from several court committees, the Trial Court Budget Commission, the Court Interpreter Certification Board, and the Commission on Trial Court Performance and Accountability, was established. The Workgroup was directed to make recommendations on the business processes associated with sharing remote interpreting resources across circuit jurisdictions. The purpose of this report is to present those business process recommendations.

Description of the Virtual Remote Interpreting Technology

As defined by the Workgroup, virtual remote interpreting technology (VRI) is a solution that enables courtrooms to have on-demand and scheduled access to a pool of certified interpreters via the use of a statewide audio/video network. With VRI, courtrooms and interpreter offices are equipped with audio/video technology. This technology enables interpreters to provide instant remote video interpretation to any courtroom connected to the network. Further, VRI allows the interpreter to control the audio settings within the courtroom from a remote location.

Throughout most of the 20th century, interpreting services were primarily conducted either face-to-face or with the use of standard or speaker telephones. In recent years, technological advancements have made it possible to provide interpretations with the use of sophisticated digital audio/video systems.

Section 36.303(f) of Title 28 of the United States Codes, offers its definition of VRI. It states VRI provides real-time, full-motion video and audio over a dedicated high-speed, wide-bandwidth video connection or wireless connection that delivers high-quality video images that do not produce lags, choppy, blurry, or grainy images, or irregular

pauses in communication. The video includes a sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the participating individual's face, arms, hands, and fingers, regardless of his or her body position; and renders a clear, audible transmission of voices.⁶

When used appropriately, VRI can offer several benefits such as improved access to quality services and effective use of fiscal resources. It can also expedite the time within which an interpreting service can be rendered. For instance, VRI significantly reduces travel and “down time” associated with interpreters having to walk or drive between courtroom locations. Also, VRI enables simultaneous interpreting, in addition to consecutive interpreting. According to the National Center for State Courts, as well as the Commission on Trial Court Performance and Accountability, simultaneous interpreting allows for continuous interpretation at the same time someone is speaking and is intended to be heard or seen only by the person receiving the interpretation. This mode is especially helpful in courtroom settings as judges engage in colloquies or make statements intended for all courtroom participants. Consecutive interpreting requires the interpreter to render an interpretation after the speaker has stopped speaking. This mode is used when a non-English speaking person is giving testimony or when the judge or an officer of the court is communicating directly with the person and is expecting a response. By the use of both video and audio components, VRI allows remote interpreters to provide service as if they were located in the courtroom. There is no degradation of service as there would be with telephone interpreting where the interpreter can provide only consecutive interpreting.

The Use of Virtual Remote Interpreting Technology Nationally and by Other States

In November 2012, the National Center for State Courts (NCSC) issued a white paper entitled, *Recommendations for the Use of Court Video Remote Interpretation*. This report introduces several recommendations to the Council of Chief Justices (CCJ) and the Council of State Court Administrators (COSCA) in establishing policy, business and technical best practices for VRI. Among its recommendations, the NCSC notes the increased diversity in language needs amid an existing shortage of qualified court interpreters who can provide services in person in the courtroom.⁷ To address these challenges, the report offers six specific proposed actions to be taken by the CCJ and COSCA towards establishing:

- A national standard for cross-certification of court interpreters;

⁶ Section 36.303(f) of Title 28 of the United States Codes.

⁷ Recommendations for the Use of Court Video Remote Interpretation (VRI), Thomas M. Clarke, Ph.D., November 2012.

- A national legal certification that layers on top of language certification from other domains;
- A national protocol for “stepping down” the quality of interpreters used;
- A national clearinghouse of certified and/or qualified interpreters that could be used for remote court interpretation;
- Business and technical standards that any national cloud provider of remote interpretation capabilities must comply with; and,
- Certification of national cloud providers within the set policies.

Currently, at the direction of COSCA, the NCSC is working to implement these recommendations. In 2015, the NCSC developed a national interpreter “tier” system based on proficiency designations for spoken language interpreters. Further, the NCSC developed business and technical standards for VRI. In May 2015, the NCSC issued a Request for Proposals on a national cloud provision for remote interpreting services. The NCSC is currently reviewing the proposals received through this procurement process for consideration in developing a national cloud capability. As a result of this process, each state may be provided the opportunity to contract with the NCSC to obtain access to the national interpreters via the national cloud.

Current requirements imposed by the United States Department of Justice, under Title VI of the Civil Rights Act of 1964, are motivating the development of these solutions for interpreter services. These federal provisions went into effect on January 16, 2001, ensuring all state recipients of federal funding “take reasonable steps to ensure access to programs and activities to limited English proficient persons.”⁸

States such as Arizona and New York are also moving ahead with statewide remote capability using technology. Like Florida, Arizona is working to implement simultaneous remote interpreting using statewide capability. New York already utilizes a fiber network to every court and a videoconferencing center that has been primarily used for internal court training, but can also be used to support remote interpreters in furtherance of a statewide model. Currently, Florida and Arizona are the only two states using technology designed for both consecutive and simultaneous interpreting services.

As more states move toward integrating similar remote interpreter equipment around a national cloud capability, states may achieve a greater pool of trained interpreters to perform remote interpreting. These potential benefits have prompted the NCSC to move toward development of standards for a shared court video interpreter network that states may use as a guideline for expanding technological resources.

⁸ Federal Register. Vol. 67, No. 117. Tuesday, June 18, 2002, 41455.

The Current Use of Virtual Remote Interpreting in Florida’s Trial Courts

In Florida, the use of Virtual Remote Interpreting (VRI) technology for interpreting services is gaining widespread recognition as the demand for more effective and efficient interpreting services continues to increase. Access to qualified court interpreters remains one of the courts’ biggest challenges, especially in rural counties where interpreter resources are very limited.

A few judicial circuits within Florida have begun to implement VRI on a circuit-wide basis. The Ninth, Fifteenth, and Seventeenth Circuits began implementing integrated VRI solutions as early as 2007. The remaining circuits have tested the use of off-the-shelf videoconferencing equipment, although, these efforts have not led to major success. Videoconference systems, commonly used for meetings, provide fewer features compared to VRI. These units lack features such as attorney-client privileged communication capability. Also, these units are designed primarily for consecutive mode interpreting and require more human resources than is usually available in rural courts to troubleshoot technical issues. For example, in 2010, the Second Circuit participated in a pilot with the Ninth Circuit using a video remote interpretation cart. The cart was located within Gadsden County, a rural county with a small population. Due to the complex task of setting up the cart and moving it from room to room, the cart did not prove suitable or cost effective.⁹

In recent years, Florida’s judicial circuits have shown growing interest in the implementation of VRI solutions. VRI can be likened to a custom-packaged solution designed specifically for the courts’ needs. In 2012, the Seventh Circuit participated in a pilot of an integrated VRI solution. This trial, using loaned equipment, resulted in an improved understanding of the benefits and limitations of using VRI, especially in those circuits that have multiple counties. The Seventh Circuit was able to utilize its in-house interpreters remotely in certain courtrooms. Logistical issues were identified, such as not having the circuit-wide network available for outlying counties. This lack of network availability limited the benefits of such a solution. As a result, a more workable solution, capable of remote access within a statewide area network, was conceived.

The Shared Remote Interpreting Pilot of 2014

In 2014, a regional VRI pilot was established based on the results of the local trial with the Seventh Circuit. This pilot effort was funded through a \$100,000 legislative appropriation. The funding allowed expansion of the 2012 pilot to multiple circuits. Also, a statewide call manager was purchased and located in Tallahassee, FL, to allow the use of the statewide network as part of the pilot. Using the statewide network, the call manager automatically connects the courtrooms needing interpreter services with a remote interpreter who may be located elsewhere.

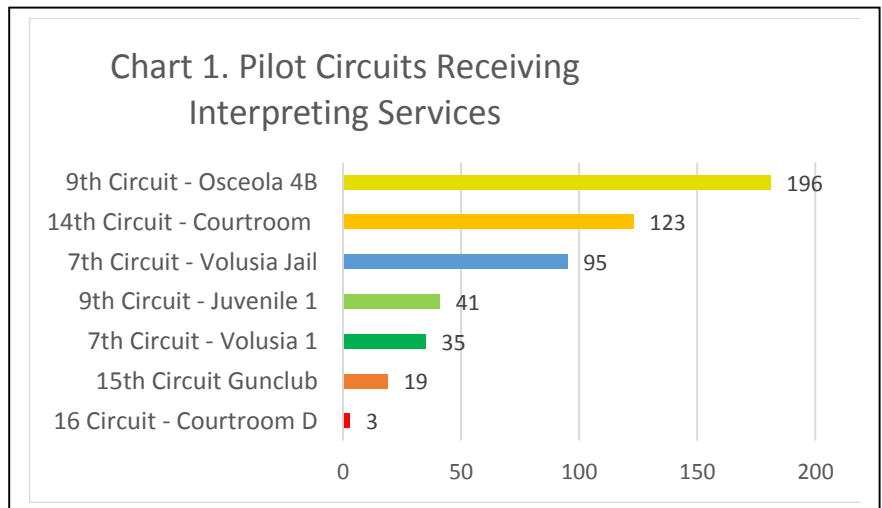
⁹ Letter to Chief Judge Francis, Second Judicial Circuit of Florida, December 9, 2010.

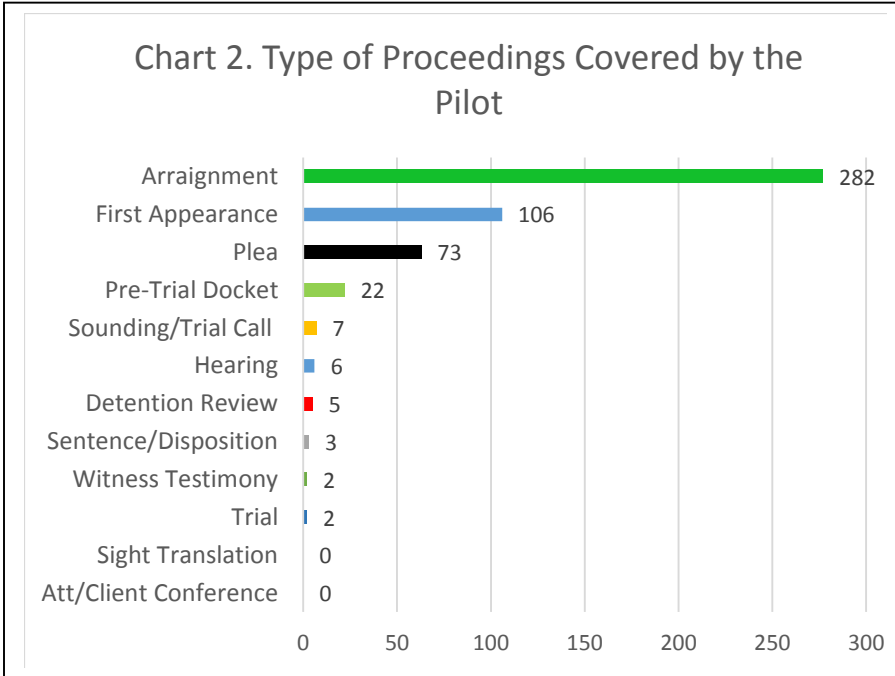
The overall objective of the 2014 pilot was to explore whether the use of VRI technology with a statewide call manager is effective. Through the pilot, several business processes were reviewed to understand the impact of the solution on courtroom participants, as well as court administration/technology staff. For instance, it was beneficial to ascertain how well the equipment performed on its own with limited technical assistance provided by local court technology staff. Also, it was helpful to see how suitable the solution is for certain types of proceedings. These reviews have assisted the Workgroup in determining how to refine the pilot approach and offer recommendations for full deployment, which may include several small rural counties where limited support is available.

In March 2014, the VRI pilot went live between the Seventh, Ninth, Fourteenth, Fifteenth and Sixteenth Judicial Circuits. As of August 2015, the pilot produced interpreting services in over 513 cases based on a shared services model concept. (See Chart 1. Pilot Circuits Receiving Interpreting Services). The shared services concept allows interpreting services to be provided by staff and contractual interpreters residing in

outlying circuits using the statewide call manager located in Tallahassee, FL. For example, during the pilot, the Seventh and Ninth Circuits provided interpreting services to remote locations in their circuits (e.g., multiple outlying counties) and other circuits on the statewide network. The Seventh Circuit provided 96 (18.7%) interpreting service events. The Ninth Circuit provided 417 (81.3%) interpreting events. These events occurred

primarily to meet Spanish interpreting service needs, although nine other events occurred in Haitian-Creole, French, Greek and Arabic languages. Most of the events were scheduled in advance (97.6%). A small percentage of events occurred on-demand (2.3%).





Case types covered by the pilot have included county criminal (403), circuit criminal (66), delinquency (39), and dependency (4) cases. The types of proceedings covered within the pilot have included mostly arraignments and first appearances. Two trials were covered within the pilot. (See Chart 2 – Type of Proceedings Covered by the Pilot).¹⁰

Two proceeding types not covered within the pilot include sight translations and attorney/client conferences. This was due to the low volume of cases occurring at

the time. The system is, however, capable of covering these events. For instance, a closed communication line is available for attorney/client conferences. The remote interpreter is able to control the opening and closing of this line. Also, sight translations can be accomplished as each remote interpreter is provided two desktop computer monitors. This allows the interpreter to view documents on a second monitor while viewing a live video feed of the courtroom on a main monitor. The sight translation documents can either be emailed to the remote interpreter or stored on the remote interpreter’s desktop in advance of the court proceeding.

Generally, the pilot has been viewed as a success. The pilot demonstrated the technical aspects of VRI to be functional. For instance, the demonstration of the interpreter’s usage of the system, including the interpreter’s ability to control the courtroom audio from a remote location, have been viewed as critical successes to the project. Based on these technical successes, several circuits have expressed interest in expanding this technology to their courtrooms. Also, the pilot information has been useful to the Workgroup in developing the business model recommendations included later in this report.

Interpreter Activity Data Collection Effort

In June 2014, the Workgroup initiated a temporary, comprehensive data collection effort to track all court interpreting events occurring in the trial courts. The purpose of the data collection effort was to conduct analysis on the usefulness of establishing a shared remote interpreting model, based on the

¹⁰ As of July, 2015. Data is reported by interpreter staff involved in the regional pilot through a Formstack web-based data entry form.

successes of the VRI pilot. A pool model may allow circuits to have access to certified court interpreters using VRI. A review of the current level of services was deemed necessary to determine how a shared pool may be designed. Currently, limited information is available statewide through the Uniform Data Reporting (UDR) system. The UDR is designed to capture monthly, summary-level information on the number of “events.” The system does not capture “hours” or information related to number of different types of events occurring per day or the professional status of interpreters providing services. Thus, the Workgroup determined more detailed workload data should be captured over a six-month period.

Further, as a long-term consideration, if a shared remote interpreting model is implemented, discrete-level workload information will be needed for on-going resource management purposes. Thus, the six-month data collection effort was viewed as an opportunity to gain insight on the long-term needs of collecting data for on-going governance and performance monitoring purposes of shared remote interpreting services.

In July 2014, the OSCA contacted each circuit and requested their participation in the comprehensive, six-month data collection effort. Circuits were asked to use a web-based data entry form created by the OSCA through a Formstack subscription service.¹¹ Each interpreter was asked to use the form to enter detailed, descriptive information on each interpreting event. Data elements included:

- Interpreter Name (First and Last)
- Interpreter Type (Court Employee, Freelance Contractor, or Vendor Contractor)
- Date and Time Interpreting Service Begins and Ends
- Uniform Case Number (UCN)
- Uniform Data Report (UDR) Case Type
- Type of Event (e.g., first appearance hearing)
- Courthouse Name
- Language
- Credential of Interpreter (Florida Certified, Florida Language Skilled, Florida Provisionally Approved, Federal Certified)
- Type of Remote Interpreting Service (In-Person, Telephonic, or Remote)

Nineteen of the twenty circuits agreed to participate in the study and began reporting on the above listed data elements. The Twelfth Circuit declined to participate in the collection effort due to local circumstances. Of the nineteen participating circuits, seventeen agreed to use OSCA’s web-based data entry form. The Fifth Circuit submitted data using Excel spreadsheets. The Eleventh Circuit reported data using Excel spreadsheets that were exported from a local web-based data entry system.

¹¹ www.formstack.com

The data collection effort began August 1, 2014 and ended January 31, 2015. In total, 139,735 interpreting events and 50,245 hours were reported by the trial courts. Of these events/hours, the study revealed 32% (44,718) events were provided using interpreters that have limited or no credential. Of the remaining events, 67% (93,684) were provided using Florida Certified Interpreters; and 1% (1,333) were provided by Federal Certified interpreters.^{12 13}

For more information on the results of the six-month data collection effort, please see Appendix A. This appendix provides summary charts on a range of information gleaned from the data collection effort, including the types of proceedings needing interpreter services and number of in-person, telephonic, and remote interpreting services.

¹² In March 2014, the Florida Supreme Court adopted amendments to the Court Interpreter Rules, See *In re Amends. to Fla. Rules for Certif. & Regul. of Court Interpreters*, 136 So. 3d 584 (Fla. 2014). With those amendments, the Florida Supreme Court established and set the qualifications for the three “designations” of court interpreters: certified, language skilled, and provisionally approved.

¹³ At the time of the Interpreter Activity Data Collection Effort no provisionally approved or language skilled interpreters existed in the state.

Recommendations on Shared Remote Interpreting Services

Upon review of the technology pilot efforts and the court interpreter activity data collection effort, the Workgroup offers the following recommendations on shared remote interpreting services for the trial courts.

I. Establishment of a Statewide Court Interpreting Pool

The Workgroup has determined the first critical element needed to achieve successful realization of VRI benefits is the establishment of a statewide pool. The statewide pool will allow circuits to access

Recommendation One – Establish a statewide pool of court interpreters that are certified in accordance with the Florida Rules for Certification and Regulation of Spoken Language Court Interpreters.

qualified interpreter resources, irrespective of location. When a court interpreter is needed, a circuit will place a request for the specific language from the courtroom (e.g., from a menu on a touch screen tablet). This action will allow an interpreter, from the pool, to appear via video from a remote location. The

interpreter will be able to control the private, public, and on-the-record courtroom audio. Some of the direct benefits of creating a statewide pool include:

- Providing qualified interpreters to more litigants over a much broader geographical area.
- Reducing the need for contract interpreters.
- Reducing courtroom wait times and travel for interpreters, thereby allowing interpreters to cover more proceedings.
- Assuring that resources match demand, thus allowing cost avoidance.

Due to the ad hoc nature of using contractual resources, many contract interpreters leave the courthouse upon completion of an event, although standard contract language generally requires payment for a two-hour minimum. The concept of contract interpreters remaining for the duration of their contractual minimum is promoted through the use of a statewide pool. In doing so, contractual interpreters can either provide additional (pooled) services via virtual remote interpreting or cover in-person court events, freeing up staff interpreters to provide services remotely. Staff interpreters provide greater quality control than contract court interpreters. Therefore, for ad hoc (on demand) needs, staff interpreters should be relied upon to provide remote interpreting services within a statewide pool. For scheduled events and languages not provided by the statewide pool, contractual interpreters can be used to fill the void.

Proposed Business Model for the Statewide Pool:

- A. All circuits should participate in a shared remote interpreting model as a consumer court.¹⁴
- B. A workload threshold of 4.5 hours per day should be used to determine circuits that should become a provider court.¹⁵ This is the number of hours per day a pooled interpreter can reasonably be expected to deliver interpreting services. As a provider court, circuits should retain the management and rotation assignment of their staff and contract interpreter resources. Because the formula will match circuit resources with workload, there will be no need to transfer funds from circuit to circuit. All provider circuits should supply interpreters for the shared pool, with the exception of circuits that do not meet the pre-determined workload threshold. The interpreter(s) pool requirement will be determined, by language, using the following formula:

$$\begin{aligned} & \textbf{Maximum Statewide Pool Requirement per Circuit} \\ & \text{Number of Threshold Hours per Certified State Employee} \\ & \quad - \text{Total Circuit Estimated Annual Workload} \\ & \quad = \text{Number of Hours to Contribute to Statewide Pool} \end{aligned}$$

- C. For events lasting more than one hour, remote interpreters should take breaks allowing 20 minute shifts. These breaks are recommended by the Commission on Trial Court Performance and Accountability in the 2010 report, *Recommendations for Provision of Court Interpreter Services in Florida's Trial Courts*, to assure that the quality of the interpretation is not diminished by fatigue.
- D. The statewide pool should primarily include staff interpreters for on-demand services. Circuits required to provide interpreters into the pool, but that do not employ staff interpreters, can fulfill their pool requirement with contractual interpreters.
- E. To make the connection, the software should be designed to connect a consumer court to a pooled interpreter based upon the following credentials:
- Interpreter is certified in the requested language;
 - If available, an interpreter employed by the requesting court;
 - If no interpreter employed by the requesting court is available, interpreter employed outside the circuit who has been idle the longest.
- F. The state call manager should connect to regional and national cloud-based VRI services for languages of lesser diffusion and potentially offer certified Spanish interpreting services for

¹⁴ "Consumer court" refers to a circuit that receives interpreting services via the statewide pool.

¹⁵ "Provider court" refers to a circuit that provides interpreting services to other circuits via the statewide pool.

cost recovery. Depending upon the number of participating circuits, the pool should include the following languages:

- Spanish
- Creole
- Sign¹⁶

- G. For sign language service needs, the Workgroup recommends the Trial Court Budget Commission consider the establishment of a full-time equivalent position to provide sign language services statewide. This FTE can be filled through a statewide advertisement, with oversight provided through a statewide hiring committee. The FTE could then be allocated to a circuit in which the selected candidate resides. The circuit receiving the FTE allocation should maintain direct supervisory management responsibilities for the position.
- H. If the statewide pool expands to include all circuits, additional languages should be added to include Portuguese, Vietnamese, and Russian. As these languages are added, the Workgroup recommends the Trial Court Budget Commission review statewide needs pertaining to these languages and consider establishment of additional full-time equivalent positions to provide services statewide as well.
- I. A properly staffed pool should be able to provide on-demand service with all receiving equal and immediate priority. Provided below is a list of events to be covered by the pool:
1. Initial appearances;
 2. Arraignments;
 3. VOPs (Violation of Probation hearings);
 4. Dependency and delinquency hearings and trials;
 5. Traffic and misdemeanor;
 6. Felony pre-trial hearings;
 7. Docket sounding;
 8. Injunctions;
 9. Baker and Marchman Acts – consecutive with tablet/laptop; and
 10. Any other short-duration, in-court proceeding deemed appropriate by the presiding judge pursuant to the statutes, court rules and Supreme Court administrative orders applicable to the court interpreting services. Sidebar communication should be a part of the VRI service in the courtroom.

¹⁶ In proceedings where sign language services are required, the person needing services must be able to see the monitor or screen clearly, and the remote sign language interpreter must also be able to see the court user clearly. Therefore, courts should consult technical and functional standards for determining the appropriate logistical size display monitor for use in delivering remote sign language services.

Note: Felony trials should be excluded from coverage by the pool.

- J. The Workgroup recommends further review by the Trial Court Budget Commission to address the possibility of additional funding and/or establishment of cost sharing arrangements, as authorized under Florida Statute 29.018, for providing VRI services to entities outside of the courtroom. It is possible the statewide VRI solution can be used to provide services to the public defender and other entities in proceedings where certified interpreters are required; however, proper accountability measures will need to be in place. Also, additional funding may be needed to purchase technology for hearing rooms where plea negotiations occur.

From a technical perspective, a statewide call manager will provide the connection between the requesting courtroom and a pool interpreter who meets the required criteria. When a courtroom requires a language not supported by the pool, the requesting court should schedule a contract interpreter to cover the event from a remote workstation. If the contract interpreter resides outside of the requesting circuit, the contract interpreter can provide the remote service from the interpreters' circuit of residence. The statewide VRI system should be available to all languages for scheduled events. For languages not covered by the pool, the circuit can use the statewide VRI system to arrange for coverage by a non-pool interpreter. This includes using a contractual interpreter from another circuit on the VRI system (e.g., Mandarin Chinese interpreter residing in Orlando using the VRI system to cover an event in Key West).

With enough participating circuits, the pool should be staffed from 8a.m.–5p.m. including both time zones (i.e., EST and CST). Guidelines should be developed to ensure high demand peak times are covered. Peak times usually begin in the morning around 9a.m. for approximately one hour Monday through Friday. The VRI interpreters should rotate hourly into the pool to ensure maximum coverage. When the national VRI program is operational, idle interpreters can login to the national pool for cost-recovery opportunities.

Many on-site interpreters spend time waiting in courtrooms for cases in which they are providing interpreting services. The use of services on-demand will eliminate the down time associated with an interpreter waiting in a courtroom. Thus, it is assumed by eliminating down time, courts will have sufficient availability for on-demand services. The Workgroup recognizes scheduled events are preferable in certain instances (e.g., languages of lesser diffusion should always be scheduled. Also, the statewide VRI system can be used outside of the 8a.m. –5p.m. for scheduled events). These impacts should be monitored, within the statewide pool, to ensure operational procedures are consistent with the needs and practices of the circuits.

As the needs within the statewide pool reach optimum levels (e.g., all twenty circuits participate to receive statewide pool services), consideration should be given towards establishing FTE positions within the statewide pool. With the establishment of a statewide pool, the trial courts should be able to allocate resources based on a statewide perspective. Currently, there are several certified

contractual interpreters unable to work at full-time status due to low demands of a hiring circuit. With VRI, certified contractual interpreters may be willing to serve as a full-time employee for providing services via the statewide pool. This would help trial courts maximize available, qualified resources, currently in such short supply.

The Workgroup notes future challenges that may need to be addressed in the long-term. For instance, small circuits, due to limited availability of interpreters, will typically hire one interpreter (usually the one interpreter that is available in the area) to provide services to the court, in the courtroom, as well as to the public defender for services outside of the courtroom. Due to the low volume of services provided to the public defender in these instances, the court, in these smaller circuits, will absorb the cost of the interpreter. Conversely, large circuits, typically home to large population centers/high volume of interpreters, have practices in place for providing one interpreter for the court. Another interpreter is then hired separately by the public defender to handle plea negotiations and other communications held outside of the courtroom. The general differences in how small circuits versus large circuits handle provision of these services outside of the courtroom presents a unique challenge in developing the VRI business model, especially since the VRI solution advances a consistent, statewide application of funding/services. Due to the existing cultural differences and funding practices among these circuit groups, and recognizing that most circuits have not entered into local cost sharing arrangements with outside entities, the Workgroup limited its recommendations, in scope, to the current funding obligations as delineated under Florida Statute 29.008(2). In the future, the Workgroup recommends further review by the Trial Court Budget Commission to address the possibility of additional funding for these services and/or entering into cost sharing arrangements, as authorized under Florida Statute 29.018. It is possible, the statewide VRI solution can be used to provide services to the public defender and other entities, however, proper accountability measures would need to be put in place. Also, additional funding may be needed to purchase technology for hearing rooms where plea negotiations occur.

Another observation by the Workgroup relates to recording of the interpretation services. During the pilot, the Workgroup noted the existing capability of the VRI solution to record interpretations, as demonstrated by the Fourteenth Circuit. However, because the court record is inclusive of the English translation only, recording of the actual interpretation service is not necessary. Based on the outcomes of the pilot, the Commission on Trial Court Performance and Accountability is currently reviewing whether to recommend a statewide policy to record the interpretation from an accountability standpoint for ensuring accuracy. Currently, the practice to record interpretations via the VRI solution is viewed by the Workgroup as a local option.

II. Education and Special Training Needs for Remote Interpreting Services

VRI services will inevitably change some of the ways in which users and courtroom participants acquire interpreting services. There are new business processes and technical procedures that must be taken into consideration when using VRI services. Clarifying these roles and responsibilities of

Recommendation Two – Establish statewide education and training provisions, including materials and resources, to ensure remote interpreters and courtroom participants understand and are able to operate VRI appropriately.

stakeholders and participants can be helpful to ensure the highest quality service delivery. The Workgroup recommends education and special training materials be developed and provided to circuits participating in the VRI program. This will ensure all those using

VRI equipment will understand the technical requirements and deliver remote interpreting services effectively.

Section 36.303(f) of Title 28 of the United States Codes provides that a public institution choosing to provide qualified interpreters via VRI service shall ensure adequate training to users of the technology and other involved individuals so that they may quickly and efficiently set up and operate the VRI.

The Workgroup recommends the following business model guidelines in consideration of these education and training provisions.

Proposed Business Model for the Education and Special Training Needs:

- A. Office of the State Courts Administrator - Currently, the Court Interpreter Certification and Regulation Program within the Florida Office of the State Courts Administrator offers a two-day orientation to prospective court interpreters interested in becoming certified. The orientation is intended to provide a general overview into the interpreting profession. A brief introduction on remote interpreting, including statewide and national efforts and goals, is currently incorporated into the curriculum. With the implementation of a statewide pool, however, the Workgroup recommends the Court Interpreter Certification Board and OSCA consider enhancements to the existing curriculum to include the following additional training criteria:
1. History on remote interpreting as a statewide solution/service.
 2. Technology review including the description on the difference between centralized VRI and telephonic interpretation.
 3. Current statewide VRI efforts and goals.
 4. Role of the interpreter in the VRI solution/service.
 5. Discussion on fears and reservations over using VRI.
 6. Discussion on how the expansion of remote interpreting contributes to career advancement.

- B. The Workgroup recommends that OSCA develop an instructional video and accredit and maintain an updated list of all interpreters who submit a completion verification of the instructional video. The OSCA should further seek eligibility, through the Court Interpreter Certification Board and Florida Court Education Council, for continuing education credits as part of this education program. The OSCA should offer the instructional video on its website as well as an on-line training video of interactive sections where interpreters may log-on to press buttons and simulate the statewide VRI system.
- C. The Workgroup further recommends that the OSCA encourage more training opportunities on remote interpreting and provide support to those circuits wishing to expand this technology, including:
1. Continuous engagement with the circuits.
 2. Provide and maintain a contact listing of participating courts.
 3. Encourage the use of this technology.
 4. Lastly, it is recommended that OSCA create and provide a *Courtroom Assessment Form* to be completed by circuits for each courtroom that will connect to the statewide pool. This form will assess the interpreter service needs of the courtroom. For instance, the form will gather information on:
 - i. Is this a circuit or county division?
 - ii. Does the public defender use the in-person interpreter provided by court administration to prepare cases the day of the event?
 - iii. What type of hearings are heard in this division?
 - iv. What is the rate by which interpreting services are needed?
- D. Circuit Court Administration - The circuit court administration offices should be responsible for the following training requirements for the statewide court interpreting pool:
1. A remote interpreting contact person will be designated to lead the expansion effort in their circuit. Each circuit participating should have a designated contact person in order to receive and send important program communications. These functions may not need to be performed by an interpreter. Many administrative related tasks such as scheduling, invoicing, and data entry may be performed by an administrative staff designee.
 2. The designated remote person will be required to learn and review support materials established for this technology, such as recommendations from the Workgroup and all videos and training material, both for judges and interpreters. The designee will provide 1:1 training to remote interpreters and courtroom participants, as necessary. Also, the designee will maintain contact with all key players responsible for installing/maintaining the technology such as schedulers, the vendor, and AV staff.

3. Court Administration must complete the *Courtroom Assessment Form* which is provided by OSCA before any courtroom joins the remote interpreting pilot.
 4. The court administrator will ensure that judges undergo training through the instructional video prior to using the service.
 5. The court administrator will ensure and verify that staff and freelance/contractual interpreters in the circuit undergo the training through the instructional video prior to using the technology.
 6. Court administration should develop an *Activity Form* to capture data on the VRI events covered within the pool. The *Activity Form* will contain data elements as prescribed by the OSCA.
- E. Court Interpreters (Staff, Freelance, and Vendor Contractors) - Before allowing an interpreter to provide service via the statewide pool, the circuit should apply the following criteria:
1. Interpreter must hold the minimum credential of Certified or Language Skilled.
 2. Interpreter must view the instructional video on remote interpreting and submit verification to OSCA by completing the form on the hyperlink at the end of the video. This verification is required even if the interpreter has taken the state orientation provided by the OSCA.
 3. The interpreter must be provided a 1:1 training by the designated remote staff. This training will consist of the following:
 - i. Specific instructions on connecting to the courtroom.
 - ii. Camera operation.
 - iii. Voice preset operation - how to switch back and forth and also conferencing in an additional party into the service, (e.g., witness, parent, attorney).
 - iv. Protocol maintenance - same protocol as when in-person, (i.e., announcing interpreter's name and credential for the record, note taking, asking for clarification, asking for breaks, etc.).
 4. Interpreter must be instructed and trained to enter each of the covered events onto the *Activity Form*, upon assignment.
 5. Interpreter will be informed of circuit billing and invoice submission procedures.
 6. Interpreter will be given an operations log to document any technical difficulties experienced with the system while providing service.
- F. Circuit and County Court Judges - The following are suggestions for judges using the remote court interpreting system:

1. Chief judges should encourage circuit and county judges to view an instructional video on remote interpreting prior to using the service. For purposes of aiding OSCA with keeping track of user judges and jurisdiction, judges are encouraged to submit verification of video completion through the hyperlink found at the end of the instructional video. Judges will be sent an email confirmation to certify completion.
2. Judges should remind all parties to speak clearly into microphones, one person at a time, whenever using an interpreter via the remote system.
3. Judges should instruct the clerk to make the connection to the pool or may opt to select the interpreter themselves directly from the keypad on the bench.
4. Judges should instruct the bailiff to ensure that the defendant wears a headset at the initiation of the proceeding.
5. Judges should be encouraged to prioritize using the services of remote interpreters over a non-certified in-person interpreter, or over continuing a case due to lack of an in-person interpreter.
6. Judges should remind attorneys to come prepared when working with non-English speaking clients. This means that all conversations and offers should be accomplished and conveyed, if possible, prior to showing up to court by using their own resources and/or interpreters.

III. Data Collection and Performance Monitoring

Historic performance, in conjunction with current and emerging trends, are the best predictors for determining the standards, thresholds and averages of the future funding and resource allocation needs. Projecting future needs may also benefit from considering filings and activity based

information per case type, and using those trends to establish context.

Recommendation Three – Each remote interpreter participating in the statewide pool shall track their events by entering data, for each VRI event, into a local reporting system. Monthly reports shall be provided by each circuit to the OSCA, in a format prescribed by OSCA, by the 15th day of each succeeding month.

If a statewide pool is established, the Workgroup believes it will be necessary to evaluate interpreter needs across jurisdictions to ensure court resources, within the pool, are properly aligned to meet the needs of the trial courts. Currently, the Uniform Data Reporting (UDR) system is designed to capture summary-

level information on the number of court interpreting “events.” However, this information is limited and cannot be relied upon for conducting resource management analyses as necessary for the VRI statewide pool.

The American Bar Association, in its 2012 publication, *Standards for Language Access in Courts*, emphasized the importance of exploring and supporting methods to better identify and track needs of interpreters for both individual cases and overall. They note how data can be used to assist courts

in making decisions about hiring staff, developing appropriate interpreter pools, reaching out to community organizations to develop additional language access services, and prioritizing the use of court resources. They recommend courts monitor the scheduling and billing of interpreters, broken down by language, type of proceeding, and location to allow for evaluation of language access needs. For this task, they suggest courts incorporate individualized needs of Limited English Proficiency (LEP) persons into local intake or case management systems. This will achieve collection and reporting of data on the languages for which interpreters have been *requested* as well as data on languages for which interpreters have been *provided*, two equally important types of data.¹⁷

The Workgroup, in evaluating the ability of the Florida trial courts to capture and report data on interpreting needs, identified several existing limitations and constraints in this area. For instance, the Workgroup recognized the courts' challenges in capturing data in which an interpreting service need is first identified or requested. Knowing precisely how often interpreting services are requested can help determine demands across all case types, not just where courts are currently funded to provide services. This information can be used in planning and determining additional resources based on growth or expansion of coverage. The ABA recommends that each court ask questions regarding interpreter needs and track this regardless of whether an interpreter is provided privately or with public funds. Currently, courts' local and state UDR systems typically only track interpreter services that are *provided* using state funds. Thus, very limited information is available on the interpreter services requested across all case types. As a result, one of the drawbacks in the Workgroup's review efforts was to analyze total need across all case types.

Additionally, when interpreter need is first identified and tracked, it is usually noted by an attorney or case manager with the use of a checkbox in the court's case management/scheduling systems. More often than not, the date and time are not recorded, only a check mark. Thus, the Workgroup notes this as another limitation in reviewing how technology could be used to provide time savings across criminal and civil case types, including the time from the point an interpreter need is first identified to the point services are rendered. While it is generally understood VRI services will improve these timeframes significantly through the use of on-demand services within a shared pool, the inability to access this data hindered the Workgroup's analysis regarding this benefit.

To improve the capacity of the trial courts to harness performance monitoring data, the Workgroup recommends a number of actions for consideration. Most importantly, the Workgroup recommends all court interpreters using VRI track their workload, for each covered event, via a local data collection system. This data entry must be completed by all interpreters using VRI including court employees and contract interpreters. The collection of data will allow circuits to report monthly statistics to the OSCA to allow monitoring of the events/hours covered by the statewide pool in order to adjust pool resources based on demands. Additionally, pooled interpreters should not be required to work more hours per day or handle more events than what best practice standards indicate, as exceeding the

¹⁷ American Bar Association, Standards for Language Access in Courts. February, 2012.

number of hours or events may adversely impact the quality of the interpreter service delivered. Reporting of VRI workload data will also allow these qualitative aspects of using VRI to be monitored to ensure services are provided effectively.

Proposed Business Model for Data Collection and Performance Monitoring:

- A. Circuits participating in the statewide pool as provider circuits should establish a discrete-level data collection/reporting system, or *Activity Form* in either Excel format or web form (e.g., Formstack subscription service), to collect information on the court interpreter pool workload.
- B. All court interpreters providing services within the VRI pool should track their pool workload and enter data using this discrete-level collection/reporting system or *Activity Form*. This includes employees, freelance, and vendor interpreters.
- C. The following data elements noted in the table under the column labeled “current data elements” should be collected for each pool event.
- D. Additional data elements noted in the column labeled “future data elements” are not required but are deemed important by the Workgroup for future reporting needs. The Workgroup recommends that the Florida Courts Technology Commission and the Court Statistics and Workload Committee review these future data elements in consideration of evolving local scheduling/case management systems.

Current Data Elements	Future Data Elements
Date and Time Submitted Circuit Providing Services Circuit Receiving Services Receiving Services Courtroom Interpreter Name Interpreter Type (Staff, Freelance, or Vendor) Qualification (Certified, Provisionally Approved, or Language Skilled) Language Date/Start Time of Service Date/End Service Time Schedule Type (Pre-scheduled or On-demand) Uniform Data Reporting (UDR) Case type Judge (You can use Hon. For first name) Case Style Case Number Type of Event (e.g., arraignment)	Uniform Case Number (UCN) Date and Time Requested (across all case types) Requested Language

Interpreter Assigned Actor ID (interpreters will be assigned an ID)	
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- E. Circuits should continue to report to the Uniform Data Reporting System as usual. Therefore, if an event originates in the receiving Circuit but is covered by an interpreter located in another circuit, the event should be reported in the originating circuit’s UDR as well as in the statewide VRI reporting system.
- F. Monthly reports should be provided to OSCA summarizing the statistics on the statewide VRI pool events. These reports are to be completed by the 15th day of each succeeding month. The summary statistics should include the same data elements as required by the UDR system for each circuit where services were delivered.
- G. The OSCA should begin developing a scripting language to extract “current data elements” from the statewide call manager. Programming should be initiated as quickly as possible and implemented up-front to reduce data-entry burden on the circuits. The Workgroup recommends the OSCA begin work on this issue as a first priority with completion targeted within one year. Once these data elements are automatically retrieved, notice should be sent to the circuits to alleviate them from unnecessary data collection and reporting.
- H. All data elements collected should conform to the Court Data Model, as accepted by the Supreme Court in March 2013, as part of the TCP&A report, *Trial Court Integrated Management Solution (TIMS): Identifying Key Case and Workload Data and Establishing Uniform Definitions for Improving Automation of Florida’s Trial Courts Phase One Report*.

The Workgroup members discussed how these recommendations provide a first step toward improving the collection of meaningful court interpreter data. In the future, a single, dedicated application could alleviate some of the existing issues in terms of data collection as necessary to monitor the statewide pool.¹⁸ For instance, a custom web application could be developed to allow interpreters to complete data entry via mobile devices which may improve data entry ease and response, although such an application would be complex to build. Alternatively, circuits could retain the use of off-the-shelf web-based reporting systems such as Formstack that allow exports of data in excel format. Exports of data to excel would provide opportunity for circuit staff to review, correct errors, and back-fill missing data fields, such as Uniform Case Number (UCN), prior to submission to

¹⁸ Data limitations and constraints recognized by the Workgroup include challenges in counting the number of interpreter events. This regularly occurs in first appearance proceedings where case numbers are not yet assigned. Further, in instances when an interpreter provides services to multiple cases and defendants in a short period, interpreters find it difficult to track these events and case numbers separately. Thus, the inability for interpreters to report each event separately can reduce overall assurance in counting these events.

the OSCA. While off-the-shelf solutions may not scale to statewide reporting, they may provide a suitable local level reporting mechanism to collect detailed information on interpreter workload.

Another option discussed by the Workgroup is to create management reports using data tracked by the statewide call manager. This method would reduce inevitable human data entry burden/error as the statewide call manager could automatically track data on the duration of interpreting events occurring between circuits. However, the system could only produce limited reports on the calls occurring within the shared model. For instance, the system could not provide information on events occurring outside of the shared pool. Also, certain descriptive information on the types of proceedings covered would be difficult to track. To overcome the latter, the shared model system could be designed to include a “pop-up window” to prompt the remote interpreter to enter additional descriptive information on the interpreting event such as case type, case number or total number of events. Further, each interpreter could be assigned a unique identifier to reduce the need for interpreters to re-enter their names and other personal identifier information each time an event occurs. To accomplish this, each interpreter invited to participate in the shared pool would register with OSCA to receive a unique identification code. The unique identifier could then be entered on the pop-up window for tracking purposes as well as to route calls to the most qualified interpreter based on language need. Though, for the latter, a separate pop-up window may be needed to allow remote interpreters to sign-in and sign-out during the day.

With such implications, alternative options should be explored for future, permanent data collection needs of the shared remote interpreting program. During the interim until evaluation of future reporting capabilities can occur, the Workgroup recommends continuation of local reporting for shared circuits until such time the management reports from the statewide call manager can be built. With this option, shared model events can be tracked by the pool interpreters based on the above proposed business model guidelines. For all interpreting events, data should continue to be tracked by circuits’ local data collection methods and then reported summarily to OSCA under the current UDR reporting requirements. This will provide monthly statistics on all events and hours by UDR language and case type including events covered within and outside the statewide pool.

IV. Administration of the Interpreter Oath

As part of the Workgroup’s efforts, existing statutes and court rules were reviewed to determine changes based on the use of VRI. The Workgroup located one statute and one operational court policy that may need to be addressed.

Currently, Florida Statute 90.606(3) states, “An interpreter shall take an oath that he or she will make

a true interpretation of the questions asked and the answers given...” In 2010, the Commission on Trial Court Performance and Accountability considered this statute as part of its report, *Recommendations for the Provision of Court Interpreting Services in Florida Trial Courts*. Within the report, the TCP&A developed policy recommendations to address swearing in of interpreters. It

Recommendation Four – Allow certified staff interpreters to take an oath as administered by a presiding judge at the initial start of employment. The oath shall be considered valid for the duration of the interpreter’s employment barring situations such as lapse of certification, disciplinary action, or suspension.

states, as a standard of operation, that a court interpreter shall be sworn in at the beginning of a proceeding or set of proceedings.¹⁹ Ideally, the TCP&A recommends that a court interpreter take an oath before each proceeding. However, the TCP&A also notes, “[f]or the sake of expediency, judges and court administrators have found that for interpreters who are employees of the court or are familiar to the judge, the oath can be administered at

the beginning of the day’s work in a given courtroom and the oath extends for the duration of the day’s services in that courtroom.”

When using VRI services, via the statewide pool, it is expected that the remote interpreter will provide services to multiple courtrooms in many locations throughout the day. In consideration of this, the Workgroup recommends that the remote interpreter take an oath at the start of employment. This will alleviate the interpreters from having to take multiple oaths in one day.

Proposed Business Model Suggestions for Swearing In Interpreters:

- A. For certified staff interpreters only, an “oath” ceremony should be conducted where a presiding judge administers the oath. The oath shall remain valid for the duration of the interpreter’s employment barring situations such as lapse of certification, disciplinary action, etc. The staff interpreter shall be bound by the oath and the interpreter’s Professional Code of Conduct. Having such an oath for certified staff interpreters prevents delays when an interpreter is covering several events in various courtrooms.
- B. When a pooled interpreter remotes into a courtroom, especially in a different circuit, the interpreter should make their presence known and introduce him/herself on the record as a staff interpreter.
- C. In the case of trials, the oath should always be administered orally to the interpreter as it is beneficial for the jury to observe the oath.

¹⁹ Commission on Trial Court Performance and Accountability 2010 Report, *Recommendations for the Provision of Court Interpreting Services in Florida Trial Courts*.

- D. The Court Interpreter Certification Board and the Commission on Trial Court Performance and Accountability should conduct a review of the existing rules and standards of operation for incorporating a written oath at the beginning of employment to accommodate remote interpreting (since this level of remote interpreting was not contemplated at the time the standards and best practices were originally developed).

V. Governance of a Shared Remote Interpreting Model

Oversight of a shared remote interpreting model is necessary to ensure that language access services paid for with public funds are provided in accordance with the mission and vision of the judicial branch, and applicable federal and state laws. Due to the unique nature of interpreting needs in each

Recommendation Five – Establish a governance committee to make recommendations to the Court Interpreter Certification Board (CICB) and the Trial Court Budget Commission (TCBC) regarding oversight of shared remote interpreting services.

circuit, it is recommended that one entity be established to assist with providing general oversight, administration/management, coordination of information and data collection, and provide recommendations for modifications to procedures of a shared remote interpreting services model. A single governing entity will ensure state-level consistency of shared remote interpreting model practices and protocols,

while providing flexibility, as necessary, for circuits in need of varied services. Without one governing entity responsible for the oversight of the shared remote interpreting model, it is possible that shared remote interpreting may not adequately meet the needs of all twenty circuits. Further, it may be very challenging to institute procedural changes for all participating circuits in a shared remote interpreting model without an established governing entity.

Proposed Business Model Suggestions for Governance:

- A. The governance committee should:
1. Be composed of judges, trial court administrators, and court staff that perform court interpreting related coordination duties. The governance committee shall be staffed by the OSCA. Representation on the governance committee should include small, medium, and large circuits.
 2. Develop recommendations to the TCBC on additional funding needs, as requested by the circuits, for interpreting services associated with shared remote interpreting. These recommendations should be based on standardized room models/costs, for both state and county obligated portions of remote interpreting technology, as developed by the TCBC's Due Process Technology Workgroup.

3. Be responsible for collecting data and needs-based funding information for shared remote interpreting for the circuits.
4. Oversee ongoing administration/management issues. This shall include procedural changes to the shared remote interpreting model based upon periodic review of circuit data, as well as feedback and recommendations from the circuits regarding procedural changes to the model. Consideration should be given to an annual review of the shared remote interpreting model, with procedural modifications made as appropriate.
5. Establish Memorandum of Understandings (MOUs) between circuits and the governance committee. An example MOU is provided in Appendix B.
6. To the extent they have bearing on procedures for administration of the model, address complaints/issues filed between circuits related to the use of shared remote interpreters.
7. Establish a grievance policy to address operational issues that may arise as a result of the use of VRI.

The governance committee should make funding recommendations to the TCBC for the annual Legislative Budget Request (LBR) based on periodic surveys and data collection from the circuits defining shared remote interpreter technical and staffing needs. For instance, the functions of management, coordination, and direct service delivery are applicable to all circuits; however, based on low demands within some areas of the state, not all circuits require FTE positions to support each of these functions. The Workgroup discussed the recommendations, especially those pertaining to statewide pool coordination and training, and how these may result in additional resource needs. Most circuits with court interpreter managers may be able to absorb the additional workload; however, some circuits may not. These types of resource issues will need to be reviewed and considered by the governance committee and the TCBC during implementation of a statewide pool model.

Ultimately, the recommendations from the governance committee would be advanced to the TCBC separate from other due process related items (e.g., court reporting needs). The committee would be responsible for making recommendations to the TCBC for funding needs for shared remote interpreting services at the circuit level, and for statewide needs based upon information provided by the circuits. A technical subcommittee (i.e., court technology officers and others) might be best suited to make recommendations to the governance committee regarding technical funding needs (e.g., hardware, licensing, and network infrastructure). This process will allow one body with technical and business application expertise to ensure funding requests for language access are in accordance with Supreme Court administrative orders and recommendations of other state courts system court committees.

It is recommended that an annual review of this model take place, which would include compiling comments, feedback, data, and any additional outreach, to determine if services are being provided in the most efficient and effective manner, and to suggest any adjustments to the model. Once funding recommendations are compiled, the governance committee should outreach the recommendations to all twenty circuits for review. As with other major projects, such as the foreclosure initiative, it is helpful for circuits to understand what is being asked for by each other. This proves especially beneficial when a circuit is reminded that it may need funding for an item previously not considered, but being requested by another circuit. The governance committee should also review, on a quarterly basis, any data that is made available.

The scope of the governance committee should be limited solely to matters related to issues of shared remote interpreting services. The committee should be responsible for addressing complaints/issues filed between circuits regarding the use of shared interpreters as it pertains to procedural implementation of the model, and not to matters governed under the Florida Rules for Certification and Regulation of Spoken Language Court Interpreters, which properly reside with the Court Interpreter Certification Board. Resolving disputes between circuits regarding administration/management and procedures for the shared remote interpreter model should indeed be a responsibility of the applicable oversight entity, which is similar to responsibilities of the Mediation Qualifications Board and Court Interpreter Certification Board. The committee should not be responsible for addressing complaints/issues filed between circuits that involve matters within the jurisdiction of the Court Interpreter Certification and Regulation Board pursuant to Florida Rules for Certification and Regulation of Spoken Language Court Interpreters. Any personnel issues related to staff interpreters should be handled at the circuit level.

VI. Funding and Resource Allocation of the Shared Remote Interpreting Model

Given the disparity in languages, costs for interpreters, and frequency of utilization of services among Florida's judicial circuits, it is important to have flexibility in funding and resource allocation models. The current statewide Florida budget for court interpreting includes 125.5 FTE and \$3,203,831 in direct services contractual resources. Contractual resources are allocated based on each circuit's expenditures and projected growth in non-English speaking population.

With the establishment of a statewide pool, interpreter resources will be shared across circuits in

Recommendation Six – The Governance Committee shall monitor funding needs of the circuits in consideration of making recommendations to the TCBC on changes to existing allocations, standard rates, cost recovery/sharing practices, to ensure highest efficiency in the use of the interpreter resources within the shared remote interpreting model.

order to leverage the use of existing qualified resources. Over time, as performance of the pool is monitored, resources may need to be adjusted to ensure equity. For instance, staffing model changes (e.g., shifting a contractual to an FTE) may need to be considered based on decreases/increases in contractual service interpreter demands. As an example, if statewide demands for Russian interpreting are enough to justify the use of a full-time employee interpreter, consideration should be

given to creating an FTE in the pool to serve that purpose. The full-time interpreter will provide Russian interpreter services to all circuits within the pool. Also, if leveraging existing staff Spanish interpreters results in a decrease of contractual Spanish interpreters in some circuits, those resources should be redirected towards purchasing technology.

With these implications, workload trends of interpreters should be sharply evaluated to develop recommendations on overall budget management of the shared circuit resources under a shared remote interpreting business model. Therefore, the Workgroup recommends ongoing monitoring of these resources to ensure that improvements and necessary adjustments can be made that are consistent with current funding provisions.

Proposed Business Model Suggestions for Funding and Resource Allocation:

- A. Options should be available for a diverse funding/resource allocation model, including pay-as-you-go (i.e., cost recovery).
- B. Cost sharing may be applied to circuits where the frequency of shared remote interpreting services usage is higher and there is a substantial contribution to the model from interpreters in those respective circuits. Funding levels can be modified via the Legislature on an on-going basis based on the changing needs of the stakeholders. Therefore, cost sharing payment reconciliation must be evaluated periodically throughout the fiscal year to determine monthly, quarterly, and annual usage cost and contribution cost per circuit. Adjustments should be made as necessary based on evolving needs.
- C. Pay-as-you-go (i.e., cost recovery) may be applied to circuits where the frequency of use of shared interpreting is minimal and there is limited or no contribution to the model from interpreters in those circuits. Payments may be made monthly.

- D. Standardized rates should be used when staff interpreters are providing shared interpreter services.
- E. Contract interpreter rates vary throughout the state and by circuit. It may be in the best interest of the state courts system to develop state or regional-based contracts with interpreters for the provision of shared interpreting services.
- F. Fiscal incentive should be given to the participating circuits by allowing those circuits to keep a percentage of the savings.

These business model guidelines are suggestions and will need a more in-depth review by the governance committee prior to becoming official recommendations to the TCBC. Funding for technology and additional operational resources were not contemplated by the Workgroup. It is recognized, however, additional funding may be needed to implement the recommendations contained in this report. The Workgroup recognizes the efforts conducted already by the Trial Court Budget Commission to seek funding for remote interpreting technology as part of the *Trial Courts' Comprehensive Technology Strategic Plan*. The Workgroup suggests that additional work be conducted in the future to assess the full fiscal impact of these recommendations.

For instance, cost sharing has not been received well by many circuits. Although, ideally it may be applied to circuits where the frequency of shared remote interpreting services usage is higher and there is a substantial contribution to the model from interpreters in those respective circuits. Cost sharing will only work if all stakeholders agree on a funding methodology and that, based on the funding methodology, funding levels can be modified via the Legislature on an on-going basis based on the changing needs of the stakeholders.

Also, the funding methodology used for operational due process resources is based on a three-year average of past expenditures. Under this model, circuits that have stayed within their budget receive less money in the next year. Circuits that exceed their budget receive additional funds. This funding practice creates disincentives for improving business operations in the circuits. Thus, better fiscal incentives should ensure circuit budgets are not harmed as a result of innovative new practices. Rather, circuits should be rewarded through the re-dedication of cost savings to further support successful innovations.

As for contract interpreters, it may be beneficial to have statewide contracts for certain languages. A contract interpreter may not want to provide services for a region due to being paid less than in the region in which he/she resides. In some instances a contract interpreter may be willing to accept a slightly lower rate due to having an increase in assignments. Further, rates for contract interpreters tend to vary throughout the state and often by circuit. Standardized rates for shared interpreter services may be easier to achieve when staff interpreters are used versus contract interpreters. Contracts may need to be negotiated regionally to take into consideration what may be substantial

rate differences. Contractors from outside of the region should only be used when absolutely necessary.

Conclusion

In Florida, there is no one size fits all for language access services. Florida is on the cutting edge of shared remote interpreting. Accordingly, the suggested guidelines may meet the diverse needs of the circuits in Florida, while providing information on what works, what does not work, and may prove useful for refining best practices nationally.

In review of the pilot, the Shared Remote Interpreting Workgroup concludes virtual remote interpreting technology (VRI) can provide significant benefits to the trial courts in the areas of efficiency, quality, and accountability. VRI will allow for improved access to quality court interpreter services. From an efficiency standpoint, VRI can assist in reducing travel associated with interpreters having to walk or drive between courtroom locations, or wait between hearings in one location. Circuit court staff will no longer have to spend hours locating a qualified interpreter or pay expensive travel accommodations to bring a qualified interpreter in-person to the courtroom. Also, court proceeding delays or “slowdowns” associated with single mode interpreting can be reduced as VRI supports both simultaneous and consecutive interpretation. Fewer continuances may occur because interpreters are more readily available using VRI. Quality may be improved by VRI because circuits can leverage state certified staff interpreter resources, thereby reducing reliance on non-qualified interpreters. Circuit court staff will no longer have to endure decisions that result in making compromises, often in favor of access over quality, because of a lack in available qualified interpreters. Overall, these benefits together improve accountability of tax-payer funded court resources. Such conclusions have compelled the Workgroup to offer these recommendations.

The Workgroup would like to extend its appreciation to the members of the Trial Court Budget Commission, the Court Interpreter Certification Board, and the Commission on Trial Court Performance and Accountability for the opportunity to work on such an important project. The Workgroup would also like to extend its gratitude to those circuits and their staff who participated in the VRI pilot and six-month data collection effort. Their support and cooperative efforts contributed greatly to the Workgroup and the development of these recommendations.

Appendices

[Appendix A – Summary Results of the Six-Month Interpreter Activity Data Collection Effort](#)

[Appendix B – Draft Memorandum of Understanding](#)

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Events and Minutes Provided by Delivery Method
 By Circuit, Covered by Circuits Outside of the Pilot

		Outside Pilot Events August 2014 - January 2015			
Circuit	Delivery Method	Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event
1	In-Person	590	88.3%	22,029	37
	Remote	9	1.3%	144	16
	Telephonic	69	10.3%	828	12
	Circuit Total	668	100.0%	23,001	34
2	In-Person	288	91.1%	10,763	37
	Remote	17	5.4%	1,042	61
	Telephonic	11	3.5%	150	14
	Circuit Total	316	100.0%	11,955	38
3	In-Person	234	81.8%	7,021	30
	Remote	7	2.4%	258	37
	Telephonic	45	15.7%	715	16
	Circuit Total	286	100.0%	7,994	28
4	In-Person	1,471	99.7%	42,341	29
	Remote	4	0.3%	136	34
	Telephonic	1	0.1%	5	5
	Circuit Total	1,476	100.0%	42,482	29
5	In-Person	2,291	96.1%	188,795	82
	Remote	9	0.4%	434	48
	Telephonic	54	2.3%	2,894	54
	Unknown	29	1.2%	1,943	67
	Circuit Total	2,383	100.0%	194,066	81
6	In-Person	1,537	91.4%	88,249	57
	Telephonic	144	8.6%	2,559	18
	Circuit Total	1,681	100.0%	90,808	54
7	In-Person	1,380	95.7%	37,064	27
	Remote	53	3.7%	2,261	43
	Telephonic	9	0.6%	280	31
	Circuit Total	1,442	100.0%	39,605	27
8	In-Person	275	80.4%	12,109	44
	Remote	2	0.6%	75	38
	Telephonic	65	19.0%	414	6
	Circuit Total	342	100.0%	12,598	37

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Events and Minutes Provided by Delivery Method
 By Circuit, Covered by Circuits Outside of the Pilot

		Outside Pilot Events August 2014 - January 2015			
Circuit	Delivery Method	Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event
9	In-Person	6,116	76.0%	115,791	19
	Remote	1,911	23.7%	18,731	10
	Telephonic	23	0.3%	142	6
	Circuit Total	8,050	100.0%	134,664	17
10	In-Person	2,925	88.3%	52,986	18
	Remote	382	11.5%	6,845	18
	Telephonic	5	0.2%	94	19
	Circuit Total	3,312	100.0%	59,925	18
11	In-Person	83,549	91.9%	1,410,584	17
	Remote	5,460	6.0%	81,665	15
	Telephonic	1,488	1.6%	30,054	20
	Unknown	401	0.4%	27,365	68
	Circuit Total	90,898	100.0%	1,549,668	17
13	In-Person	5,027	93.0%	99,752	20
	Remote	364	6.7%	11,431	31
	Telephonic	16	0.3%	776	49
	Circuit Total	5,407	100.0%	111,959	21
14	In-Person	301	82.9%	9,710	32
	Remote	5	1.4%	102	20
	Telephonic	13	3.6%	252	19
	Unknown	44	12.1%	2,447	56
	Circuit Total	363	100.0%	12,511	34
15	In-Person	7,031	94.8%	175,055	25
	Remote	300	4.0%	2,161	7
	Telephonic	89	1.2%	1,112	12
	Circuit Total	7,420	100.0%	178,328	24
16	In-Person	428	47.8%	15,840	37
	Remote	411	45.9%	16,200	39
	Telephonic	56	6.3%	474	8
	Circuit Total	895	100.0%	32,514	36

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Events and Minutes Provided by Delivery Method
 By Circuit, Covered by Circuits Outside of the Pilot

		Outside Pilot Events August 2014 - January 2015			
Circuit	Delivery Method	Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event
17	In-Person	3,340	80.3%	113,433	34
	Remote	812	19.5%	10,992	14
	Telephonic	8	0.2%	279	35
	Circuit Total	4,160	100.0%	124,704	30
18	In-Person	600	88.8%	18,577	31
	Remote	6	0.9%	67	11
	Telephonic	70	10.4%	820	12
	Circuit Total	676	100.0%	19,464	29
19	In-Person	4,054	98.9%	81,715	20
	Remote	30	0.7%	591	20
	Telephonic	14	0.3%	310	22
	Circuit Total	4,098	100.0%	82,616	20
20	In-Person	5,280	90.1%	257,268	49
	Remote	530	9.0%	26,907	51
	Telephonic	52	0.9%	1,635	31
	Circuit Total	5,862	100.0%	285,810	49
State	In-Person	126,717	90.7%	2,759,082	22
	Remote	10,312	7.4%	180,042	17
	Telephonic	2,232	1.6%	43,793	20
	Unknown	474	0.3%	31,755	67
	State Total	139,735	100.0%	3,014,672	22

Notes:

1. Data is self-reported by individual interpreters. Circuits were unable to verify data submitted. They could only verify total events.
2. At the time of the data collection effort, it was noted no provisionally approved or language skilled interpreters existed in the state as these were new designations as of March 2014. See *In re Amends. to Fla. Rules for Certif. & Regul. of Court Interpreters.*, 136 So. 3d 584 (Fla. 2014).
3. Events reported within the pilot represent less than one percent of total events statewide. Therefore, comparative analysis on timeframes were inconclusive.
4. Data reported reflects direct services only. Administrative travel related events are excluded.
5. Unknown delivery method includes N/A, translation, and blank entries.
6. Outside pilot events do not include circuit 12.
7. Does not includes events with negative, zero, or over 660 minutes.

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Events and Minutes Provided by Type of Case
 Covered by Circuits In and Outside of the Pilot

Type of Case	Outside Pilot Events August 2014 - January 2015				Pilot Events March 2014 - March 2015 (Circuits providing service)			
	Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event	Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event
Baker/Marchman/Guardianship	322	0.2%	12,187	38	0	0.0%	0	NA
Circuit Criminal	41,537	29.7%	968,963	23	67	17.4%	1,855	28
County Criminal	49,694	35.6%	855,982	17	273	71.1%	6,348	23
Delinquency	6,358	4.6%	208,323	33	39	10.2%	479	12
Dependency/CINS/FINS	4,596	3.3%	215,964	47	4	1.0%	56	14
Domestic Violence Injunctions	8,787	6.3%	228,230	26	0	0.0%	0	NA
Magistrate/CSEHO or Title IV-D	711	0.5%	33,625	47	1	0.3%	20	20
Other Case Types	27,730	19.8%	491,398	18	0	0.0%	0	NA
Total	139,735	100.0%	3,014,672	22	384	100.0%	8,758	23

Notes:

1. Data is self-reported by individual interpreters. Circuits were unable to verify data submitted. They could only verify total events.
2. At the time of the data collection effort, it was noted no provisionally approved or language skilled interpreters existed in the state as these were new designations as of March 2014. See In re Amends. to Fla. Rules for Certif. & Regul. of Court Interprtrs., 136 So. 3d 584 (Fla. 2014).
3. Events reported within the pilot represent less than one percent of total events statewide. Therefore, comparative analysis on timeframes were inconclusive.
4. Data reported reflects direct services only. Administrative travel related events are excluded.
5. Other case types include, but is not limited to, civil, judicial reviews, mediation, translation, and unknown entries.
6. Outside pilot events do not include circuit 12.
7. Does not include events with negative, zero, or over 660 minutes.

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Events and Minutes Provided by Type of Event
 Covered by Circuits In and Outside of the Pilot

Type of Event	Outside Pilot Events August 2014 - January 2015				Pilot Events March 2014 - March 2015 (Circuits providing service)			
	Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event	Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event
Arrestment	29,634	21.2%	413,367	14	185	48.2%	4,119	22
Atty/Client Conference	1,708	1.2%	36,150	21	0	0.0%	0	NA
Detention Review	305	0.2%	11,065	36	4	1.0%	52	13
Docket Sounding/Trial Call	1,927	1.4%	61,948	32	7	1.8%	97	14
First Appearance Hearing	6,604	4.7%	186,532	28	106	27.6%	3,606	34
Other Hearings	42,632	30.5%	853,205	20	4	1.0%	118	30
Plea	17,838	12.8%	257,624	14	51	13.3%	420	8
Pre-Trial	2,317	1.7%	77,962	34	12	3.1%	109	9
Sentence/Disposition	1,425	1.0%	48,452	34	3	0.8%	27	9
Sight Translation	2,273	1.6%	79,050	35	0	0.0%	0	NA
Trial	3,437	2.5%	176,421	51	2	0.5%	70	35
Witness Testimony	2,564	1.8%	62,689	24	2	0.5%	50	25
Deposition	441	0.3%	28,870	65	0	0.0%	0	NA
Interviews	12,018	8.6%	222,895	19	0	0.0%	0	NA
Psychological Evaluation	88	0.1%	2,716	31	0	0.0%	0	NA
Other	13,917	10.0%	468,948	34	8	2.1%	90	11
No Event	455	0.3%	20,229	44	0	0.0%	0	NA
Unknown	152	0.1%	6,549	43	0	0.0%	0	NA
Total	139,735	100.0%	3,014,672	22	384	100.0%	8,758	23

Notes:

1. Data is self-reported by individual interpreters. Circuits were unable to verify data submitted. They could only verify total events.
2. At the time of the data collection effort, it was noted no provisionally approved or language skilled interpreters existed in the state as these were new designations as of March 2014. See In re Amends. to Fla. Rules for Certif. & Regul. of Court Interprtrs., 136 So. 3d 584 (Fla. 2014).
3. Events reported within the pilot represent less than one percent of total events statewide. Therefore, comparative analysis on timeframes were inconclusive.
4. Data reported reflects direct services only. Administrative travel related events are excluded.
5. Outside pilot events do not include circuit 12.
6. Other hearings includes bond, motion, and status hearings entries. Unknown includes domestic violence, dependency, and unknown entries.
7. Does not include events with negative, zero, or over 660 minutes.

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Events and Minutes Provided by Professional Category
 By Circuit, Covered by Circuits In and Outside of the Pilot

Circuit	Professional Category	Outside Pilot Events August 2014 - January 2015				Pilot Events March 2014 - March 2015 (Circuits providing service)			
		Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event	Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event
1	Florida Certified	20	3.0%	458	23				
	No Credential	7	1.0%	235	34				
	Other	641	96.0%	22,308	35				
	Total	668	100.0%	23,001	34				
2	Florida Certified	203	64.2%	9,894	49				
	No Credential	11	3.5%	55	5				
	Other	102	32.3%	2,006	20				
	Total	316	100.0%	11,955	38				
3	Florida Certified	72	25.2%	2,050	28				
	No Credential	67	23.4%	2,780	41				
	Other	147	51.4%	3,164	22				
	Total	286	100.0%	7,994	28				
4	Florida Certified	1,035	70.1%	23,644	23				
	No Credential	235	15.9%	12,731	54				
	Other	206	14.0%	6,107	30				
	Total	1,476	100.0%	42,482	29				
5	Federal Certified	80	3.4%	9,025	113				
	Florida Certified	1,630	68.4%	144,412	89				
	No Credential	52	2.2%	3,905	75				
	Other	621	26.1%	36,724	59				
	Total	2,383	100.0%	194,066	81				
6	Florida Certified	1,163	69.2%	48,404	42				
	No Credential	143	8.5%	12,137	85				
	Other	375	22.3%	30,267	81				
	Total	1,681	100.0%	90,808	54				
7	Florida Certified	1,322	91.7%	33,335	25	92	100.0%	3,767	41
	No Credential	40	2.8%	2,246	56	0	0	0	NA
	Other	80	5.5%	4,024	50	0	0	0	NA
	Total	1,442	100.0%	39,605	27	92	100.0%	3,767	41
8	Florida Certified	108	31.6%	5,218	48				
	No Credential	42	12.3%	1,380	33				
	Other	192	56.1%	6,000	31				
	Total	342	100.0%	12,598	37				
9	Florida Certified	6,575	81.7%	100,636	15	292	100.0%	4,991	17
	No Credential	227	2.8%	11,263	50	0	0.0%	0	NA
	Other	1,248	15.5%	22,765	18	0	0.0%	0	NA
	Total	8,050	100.0%	134,664	17	292	100.0%	4,991	17

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Events and Minutes Provided by Professional Category
 By Circuit, Covered by Circuits In and Outside of the Pilot

Circuit	Professional Category	Outside Pilot Events August 2014 - January 2015				Pilot Events March 2014 - March 2015 (Circuits providing service)			
		Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event	Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event
10	Florida Certified	1,962	59.2%	41,528	21				
	No Credential	1,142	34.5%	12,437	11				
	Other	208	6.3%	5,960	29				
	Total	3,312	100.0%	59,925	18				
11	Federal Certified	1,253	1.4%	20,205	16				
	Florida Certified	63,158	69.5%	992,003	16				
	No Credential	20,682	22.8%	393,045	19				
	Other	5,805	6.4%	144,415	25				
	Total	90,898	100.0%	1,549,668	17				
13	Florida Certified	2,202	40.7%	40,095	18				
	No Credential	741	13.7%	13,978	19				
	Other	2,464	45.6%	57,886	23				
	Total	5,407	100.0%	111,959	21				
14	Florida Certified	4	1.1%	1,560	390				
	No Credential	336	92.6%	10,186	30				
	Other	23	6.3%	765	33				
	Total	363	100.0%	12,511	34				
15	Florida Certified	6,103	82.3%	138,632	23				
	No Credential	383	5.2%	11,391	30				
	Other	934	12.6%	28,305	30				
	Total	7,420	100.0%	178,328	24				
16	Florida Certified	408	45.6%	16,125	40				
	No Credential	458	51.2%	15,985	35				
	Other	29	3.2%	404	14				
	Total	895	100.0%	32,514	36				
17	Florida Certified	2,343	56.3%	72,536	31				
	No Credential	1,540	37.0%	40,573	26				
	Other	277	6.7%	11,595	42				
	Total	4,160	100.0%	124,704	30				
18	Florida Certified	546	80.8%	10,755	20				
	No Credential	31	4.6%	5,415	175				
	Other	99	14.6%	3,294	33				
	Total	676	100.0%	19,464	29				

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Events and Minutes Provided by Professional Category
 By Circuit, Covered by Circuits In and Outside of the Pilot

Circuit	Professional Category	Outside Pilot Events August 2014 - January 2015				Pilot Events March 2014 - March 2015 (Circuits providing service)			
		Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event	Total Events	Percent of Total Events	Total Minutes	Average Minutes Per Event
19	Florida Certified	2,106	51.4%	23,459	11				
	No Credential	1,583	38.6%	39,572	25				
	Other	409	10.0%	19,585	48				
	Total	4,098	100.0%	82,616	20				
20	Florida Certified	2,724	46.5%	132,002	48				
	No Credential	374	6.4%	16,216	43				
	Other	2,764	47.2%	137,592	50				
	Total	5,862	100.0%	285,810	49				
State	Florida Certified	93,684	67.0%	1,836,746	20	384	100.0%	8,758	23
	Federal Certified	1,333	1.0%	29,230	22	0	0.0%	0	NA
	No Credential	28,094	20.1%	605,530	22	0	0.0%	0	NA
	Other	16,624	11.9%	543,166	33	0	0.0%	0	NA
	Total	139,735	100.0%	3,014,672	22	384	100.0%	8,758	23

Notes:

1. Data is self-reported by individual interpreters. Circuits were unable to verify data submitted. They could only verify total events.
2. At the time of the data collection effort, it was noted no provisionally approved or language skilled interpreters existed in the state as these were new designations as of March 2014. See In re Amends. to Fla. Rules for Certif. & Regul. of Court Interprtrs., 136 So. 3d 584 (Fla. 2014).
3. Events reported within the pilot represent less than one percent of total events statewide. Therefore, comparative analysis on timeframes were inconclusive.
4. Data reported reflects direct services only. Administrative travel related events are excluded.
5. Other professional category includes court employee, Florida language skilled, Florida professionally approved, and duly qualified entries.
6. Outside pilot events do not include circuit 12.
7. Does not include events with negative, zero, or over 660 minutes.

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Average Minutes Per Event
 By Circuit and Language, Covered by Circuits In and Outside of the Pilot

Circuit	Outside Pilot Events August 2014 - January 2015				Pilot Events March 2014 - March 2015 (Circuits providing service)			
	Spanish	Haitian- Creole	Other	Sign Language	Spanish	Haitian- Creole	Other	Sign Language
1	33	NA	24	64				
2	37	NA	49	58				
3	27	NA	46	13				
4	23	70	53	96				
5	81	34	94	86				
6	41	35	80	154				
7	25	NA	60	59	41	NA	NA	NA
8	22	NA	143	148				
9	14	36	62	63	17	12	24	NA
10	17	22	39	60				
11	17	30	21	NA				
13	20	29	45	40				
14	32	NA	46	63				
15	21	31	78	137				
16	36	31	54	46				
17	25	48	76	62				
18	26	14	18	82				
19	19	37	30	134				
20	47	63	59	157				
Total	20	34	60	95	23	12	24	NA

Notes:

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2. At the time of the data collection effort, it was noted no provisionally approved or language skilled interpreters existed in the state as these were new designations as of March 2014. See *In re Amends. to Fla. Rules for Certif. & Regul. of Court Interpretrs.*, 136 So. 3d 584 (Fla. 2014).
3. Events reported within the pilot represent less than one percent of total events statewide. Therefore, comparative analysis on timeframes were inconclusive.
4. Data reported reflects direct services only. Administrative travel related events are excluded.
5. Other languages includes, but is not limited to, Albanian, Amharic, Arabic, Bengali, Chinese, Mandarin, Korean, and Portuguese.
6. Outside pilot events do not include circuit 12.
7. Does not include events with negative, zero, or over 660 minutes.

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Number of Events
 By Circuit and Language, Covered by Circuits In and Outside of the Pilot

Circuit	Outside Pilot Events August 2014 - January 2015				Pilot Events March 2014 - March 2015 (Circuits providing service)			
	Spanish	Haitian- Creole	Other	Sign Language	Spanish	Haitian- Creole	Other	Sign Language
1	616	0	17	35				
2	304	0	3	9				
3	276	0	9	1				
4	1,218	6	230	22				
5	2,313	2	33	35				
6	1,384	2	162	133				
7	1,356	0	43	43	92	0	0	0
8	302	0	7	33				
9	7,503	259	170	118	284	3	5	0
10	3,167	66	30	49				
11	87,433	3,299	166	0				
13	5,289	23	53	42				
14	324	0	26	13				
15	6,647	515	206	52				
16	878	6	10	1				
17	3,502	367	234	57				
18	633	1	11	31				
19	3,920	115	50	13				
20	5,425	328	88	21				
Total	132,490	4,989	1,548	708	376	3	5	0

Notes:

1. Data is self-reported by individual interpreters. Circuits were unable to verify data submitted. They could only verify total events.
2. At the time of the data collection effort, it was noted no provisionally approved or language skilled interpreters existed in the state as these were new designations as of March 2014. See *In re Amends. to Fla. Rules for Certif. & Regul. of Court Interpreters*, 136 So. 3d 584 (Fla. 2014).
3. Events reported within the pilot represent less than one percent of total events statewide. Therefore, comparative analysis on timeframes were inconclusive.
4. Data reported reflects direct services only. Administrative travel related events are excluded.
5. Other languages includes, but is not limited to, Albanian, Amharic, Arabic, Bengali, Chinese, Mandarin, Korean, and Portuguese.
6. Outside pilot events do not include circuit 12.
7. Does not include events with negative, zero, or over 660 minutes.

Shared Remote Interpreting Workgroup
 Interpreter Activity Data Collection Effort
 Average Number of Events Per Day
 By Circuit, Covered by Circuits Outside of the Pilot

Circuit	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	1	6	11	7	4	3	2
2	1	2	7	2	3	2	1
3	1	3	6	2	3	3	1
4	2	13	15	13	10	4	2
5	2	15	20	18	29	11	2
6	2	13	11	23	11	7	2
7	1	9	18	13	10	5	1
8	2	4	4	3	4	2	1
9	7	49	61	68	76	53	8
10	5	19	26	36	21	18	3
11	26	764	778	722	638	554	29
13	6	39	63	55	31	15	4
14	2	3	3	3	4	2	1
15	4	55	83	73	22	44	4
16	2	5	8	9	8	5	2
17	3	30	35	33	33	22	4
18	1	6	7	5	5	5	1
19	3	27	40	33	42	9	2
20	7	67	42	41	26	36	6

Notes:

1. Data is self-reported by individual interpreters. Circuits were unable to verify data submitted. They could only verify total events.
2. At the time of the data collection effort, it was noted no provisionally approved or language skilled interpreters existed in the state as these were new designations as of March 2014. See In re Amends. to Fla. Rules for Certif. & Regul. of Court Interpretrs., 136 So. 3d 584 (Fla. 2014).
3. Events reported within the pilot represent less than one percent of total events statewide. Therefore, comparative analysis on timeframes were inconclusive.
4. Data reported reflects direct services only. Administrative travel related events are excluded.

DRAFT Memorandum of Understanding

on

Shared Remote Interpreting Services

This Memorandum of Understanding (MOU) is made and entered into by and between the Joint Workgroup on Shared Remote Interpreting (SRIW) and the _____ Judicial Circuit (Circuit).

I. Purpose

The purpose of this MOU is to define the agreement between the SRIW and the Circuit regarding the utilization of virtual remote interpreting equipment and associated court interpreters. The MOU will provide the Circuit with information necessary to utilize the virtual remote interpreting equipment and the pool of certified court interpreters to provide and/or receive remote interpreting services.

II. Background

Court interpreting services are critical to the operations of the trial courts. In concert with the mission of the Florida Judicial Branch to be accessible, fair, effective, responsive, and accountable, the SRIW is reviewing the use of technology to enhance and enable the delivery of these services. Court interpreting services, when combined with the use of advanced technology, promises to significantly enhance the courts' ability to address an increasing demand for qualified interpreters amid a large diversity of languages and limited court resources and budgets. To facilitate the on-going development and improvement of interpreting services through the use of technology, the SRIW and the Circuit agree to develop a partnership to work cooperatively together ensuring the highest level of court interpreting services possible.

III. Legal Authority

The parties agree that, for purposes of executing this MOU, the SRIW is the governing authority in providing the virtual remote interpreting equipment and access to certified court interpreters, as established within a statewide pool, to support the shared interpreter service needs of the trial courts.

The Circuit is subject to all statutes, court rules and Supreme Court administrative orders applicable to the court interpreting services.

IV. Definitions

1. Virtual Remote Interpreting (VRI) - VRI is defined as the provision of court interpreting services using telepresence videoconferencing technology. VRI is used to provide interpreting services when the interpreter is at a location physically separate from the consumer needing the service.
2. Remote Interpreter - A remote interpreter is a court interpreter who is certified according to the Florida Rules for Certification and Regulation of Spoken Language Court Interpreters, and Florida Rules of Judicial Administration. The remote interpreter also possesses the necessary training to operate and deliver interpreting services using VRI.
3. Statewide Pool - A statewide pool will allow the court, when a court interpreter is needed, to place a request for the specific language from the courtroom (e.g., from a menu on a touch screen tablet). This action will allow an interpreter, from the pool, to appear via video from a remote location. The interpreter, from a remote location, will be able to render the interpreting services.

V. Shared Remote Interpreting Initiative

The Shared Remote Interpreting Initiative (Initiative) comprises a combined set of technical and business model practices to ensure court interpreting services are provided in a manner that best meets the current needs of the trial courts. From a technical perspective, the Initiative comprises VRI, an integrated network system of audio and video technology to enable a clear, audible communication between a remotely located staff interpreter and the court proceedings held in multiple counties throughout Florida. From a business perspective, the Initiative also includes an established statewide pool of qualified interpreters to be shared among circuits. The purpose of the Initiative is to allow qualified staff and contractual interpreters to be shared across circuit boundaries providing interpreter resources across a broader geographical area. Utilizing VRI can significantly reduce the time and cost associated with interpreters having to walk or drive between courtroom locations. Ultimately, the Initiative will improve effectiveness in the delivery of services by maximizing the use of state certified staff interpreter resources thereby reducing reliance on lesser qualified interpreter resources.

VI. Types of Proceedings Covered by Statewide Pool

Currently, the VRI solution is designed for in-court proceedings of short duration:

1. Initial appearances
2. Arraignments
3. VOPs (Violation of Probation hearings)
4. Dependency and delinquency hearings and trials
5. Traffic and misdemeanor
6. Felony pre-trial hearings
7. Docket sounding
8. Injunctions
9. Baker and Marchman Acts – consecutive with tablet/laptop
10. Any other short-duration, in-court proceeding deemed appropriate by the presiding judge pursuant to the statutes, court rules and Supreme Court administrative orders applicable to the court interpreting services

Note: Felony trials should be excluded from coverage by the pool. In the future, the SRIW will assess capabilities to enable the expansion into other areas including more complex proceeding types (e.g., proceedings in which two interpreters are needed to provide interpreting services, such as one for a witness and one for a defendant). For now, VRI is intended for proceedings needing only one interpreter.

VII. Languages Covered by Statewide Pool

The VRI solution will provide coverage for the following languages:

- Spanish
- Creole
- Sign (Requires 37" + display monitor)

To make the connection, a pooled interpreter will be selected based upon the following criteria:

- Interpreter is certified in the requested language;
- If available, an interpreter employed by the requesting court;
- If no interpreter employed by the requesting court is available, the available interpreter employed outside the circuit who has been idle the longest.

When a courtroom requires a language not supported by the pool, the requesting court may pre-schedule and arrange for a contract interpreter to cover the event using the statewide VRI system. The statewide VRI system should be available to all languages for scheduled events. If the contract interpreter resides outside of the requesting circuit, the contract interpreter can provide the remote service from the circuit where they reside (e.g., Mandarin Chinese interpreter residing in Orlando using the VRI system to cover an event in Key West).

Since uniform, statewide rates are not established for contractual interpreting services, rates currently vary across the state based on local market conditions and whether the interpreter must travel to provide the in-person service. Contract interpreters, providing services using VRI, should receive a rate exclusive of costs relating to travel or other logistical hardships, as well as cost issues pertaining to lesser economies of scale. Circuits should choose contract interpreters in consideration of these impacts (i.e., ability to capitalize on lower neighboring circuit rates using VRI). For instance, if an interpreter has a contract with both the providing and receiving Circuit, and the rates differ, the receiving Circuit should pay the lesser rate. Thus, Circuits should consider adding new provisions to existing contracts to address differing rates of in-person and VRI services, as applicable. Lastly, if a receiving Circuit receives VRI services within the two-hour minimum provision of a provider Circuit's interpreter (initially hired for VRI), then the receiving Circuit will not be required to pay the contract interpreter.

VIII. Responsibilities of the Courtroom Participants

Courtroom personnel should assist in initiating a call to a remote interpreter who is available upon demand or with whom they have a pre-scheduled event.

A person needing interpretation in the courtroom should be provided access to a headset that will allow them to hear the interpreter providing simultaneous and consecutive interpretation of the proceeding in a private mode. If needed, a headset should also be made available to the lawyer of a person needing interpretation in case they need to communicate, off the record, while at the podium. Litigant-to-lawyer private communication may be conducted in a consecutive mode within the courtroom on private mode. Switching audio from public-to-private/private-to-public will be executed by the remote interpreter who determines where his or her voice is heard, on the PA or into the headset.

IX. Establishing Necessary Equipment

It is important that the Circuit first assess the equipment and connectivity available in courtrooms to ensure new video units can integrate into existing courtroom sound systems. This integration will provide audio to and from the courtroom allowing the services of the interpreter to be conducted through the sound system with voice cancellation features. Existing fixed courtroom units should include:

- Video conferencing room system custom installed to optimize courtroom views and audio
- Audio-out integrated with court reporting/audio systems
- Pan/Tilt/Zoom camera required
- Monitor/Projection unit for interpreter video
- 2 additional IP phones for simultaneous interpretation and private sidebar discussions
- Integrated headsets to video and IP phones

X. Performance Monitoring and Reporting

All court interpreters using VRI should track their workload by entering the data, for each covered event, into the Formstack reporting system. This data entry must be done by court employees and contract interpreters. This reporting system will allow the SRIW to monitor the events/hours covered by the statewide pool in order to adjust pool resources based on demands.

Circuits should continue to report to the Uniform Summary Reporting System as usual. Therefore, if an event originates in the receiving Circuit but is covered by an interpreter located in another circuit, the event should be reported in the originating circuit's UDR as well as in the statewide VRI reporting system, Formstack.

Monthly reports produced from Formstack will be provided to OSCA summarizing the statistics on the statewide VRI. These reports are to be completed by the 15th day of each succeeding month. The summary statistics should include the same data elements as required by the UDR system for each circuit where services were delivered.

XI. Reimbursement of Costs

Circuits participating in the Initiative will limit the use of these services to the courtroom only. Any other party (public defenders, state attorneys, VOP officers, etc.) must resort to other sources for interpreting services and may not rely on the statewide VRI system.

Generally, when interpreting at public expense is required for a court event, the court is responsible for costs associated with providing a qualified interpreter to interpret all non-English communication meant to be heard by all participants or the judge. Costs related to the interpretation of privileged or other private communications between persons participating in the court event, such as the state attorney, public defender, court appointed counsel, private counsel, or the media, are to be borne by those entities participating in said conversations.

However, for purposes of this MOU, so long as the use of the remote interpreter is for communication meant to be heard in the courtroom where the remote interpreting equipment is installed, the SRIW agrees to provide access to pooled court interpreter services at no cost to the external parties.

XII. Duration

This MOU shall be effective upon execution by both parties. It may be mutually terminated by written agreement of both parties, or unilaterally by the SRIW or the Circuit, provided the terminating party serves the other party with written notice of an intention to terminate the MOU in no less than 60 days from the date such notice is sent. A written notice of intention to terminate shall include the factual basis and reason for such termination.

XIII. Amendments

This MOU may be subsequently amended by written agreement between the parties.

XIV. Authorizing Signatures and Dates

Tom Genung
Chair, Shared Remote Interpreting Workgroup

Date:

_____ (Printed Name)
Chief Judge
_____ Judicial Circuit

Date:

_____ (Printed Name)
Trial Court Administrator
_____ Judicial Circuit

Date:

**Appendix B – Florida Trial Court
Technology Strategic Plan: 2015-2019**

**Florida Trial Court Technology Strategic Plan:
2015 - 2019**

Adopted by the Florida Supreme Court

January 2015

Trial Court Budget Commission

Trial Court Technology Funding Strategies Workgroup Members

The Honorable Robert Roundtree, Jr., Chief Judge, Eighth Judicial Circuit, *Chair*
Mr. Mike Bridenback, Trial Court Administrator, Thirteenth Judicial Circuit
Mr. Thomas Genung, Trial Court Administrator, Nineteenth Judicial Circuit
The Honorable Robert Hilliard, County Judge, Santa Rosa County
Mr. Craig McLean, Trial Court Technology Officer, Twentieth Judicial Circuit
The Honorable Lisa T. Munyon, Circuit Judge, Ninth Judicial Circuit
The Honorable George Reynolds, Circuit Judge, Second Judicial Circuit
Mr. Walt Smith, Trial Court Administrator, Twelfth Judicial Circuit
Ms. Robin Wright, Trial Court Administrator, First Judicial Circuit

Trial Court Administrators (TCA) and Trial Court Technology Officers (CTO) **Facilitated by the National Center for State Courts (NCSC), August 2014**

Thomas Clarke, Facilitator, NCSC
Jim Harris, Facilitator, NCSC
Robin Wright, TCA, 1st Judicial Circuit
Grant Slayden, TCA, 2nd Judicial Circuit
Isaac Shuler, CTO, 2nd Judicial Circuit
Sondra Lanier, TCA, 3rd Judicial Circuit
John Lake, CTO, 3rd Judicial Circuit
Patrick Estalilla, 4th Judicial Circuit staff
Mike Smith, CTO, 4th Judicial Circuit
Susan Berg, 5th Judicial Circuit staff
Terry Rodgers, 5th Judicial Circuit staff
Gay Inskip, TCA, 6th Judicial Circuit
Ken Nelson, CTO, 6th Judicial Circuit
Mark Weinberg, TCA, 7th Judicial Circuit
Bill Hale, CTO, 7th Judicial Circuit
Kristina Velez, 8th Judicial Circuit staff
Fred Buhl, CTO, 8th Judicial Circuit
Matthew Benefiel, TCA, 9th Judicial Circuit
Brett Arquette, CTO, 9th Judicial Circuit
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Note: This strategic plan was developed based on documentation originating from a workshop held August 12-13, 2014, for the trial court administrators and trial court technology officers. The workshop was facilitated by representatives of the National Center for State Courts (NCSC), who have experience developing strategic plans using a formal enterprise-based process of identifying business and technical capabilities for the courts. The NCSC assimilated the discussion notes and provided a draft report to the Office of the State Courts Administrator; whereupon the Trial Court Budget Commission’s Trial Court Technology Funding Strategies Workgroup further refined and packaged the strategic plan at its November 13, 2014, meeting.

Executive Summary

The Florida Constitution vests with the court the duty of adjudicating disputes as well as directing the business and administrative functions of the court. In order to carry out this constitutional mandate, the courts increasingly rely on technology and are constantly evaluating new ways that technology can best be utilized in the judicial branch. The State Courts System (SCS) recognizes that technology and electronic filing have created a paradigm shift – requiring the judicial branch to function differently than in the past. It is imperative to establish long-range technology objectives for the SCS that align with its mission so that management and control of internal operations are coherent and clear to the citizens it serves.

The *Florida Trial Court Technology Strategic Plan: 2015 - 2019* (Plan) establishes the objectives with the purpose of developing a business enterprise approach to addressing the technology needs of the SCS. The Plan: 1) provides a comprehensive view of technology; 2) acknowledges that technology has and will continue to redefine how the courts use information to make decisions; 3) considers technology needs of the trial courts now and in the future; 4) creates a flexible system that can evolve with technology and the public’s needs; 5) proposes a stable and adequate funding structure; and 6) allows the courts to be more self-sufficient.

The Plan identifies the necessary business and corresponding technical capabilities the trial courts must possess in order to function effectively. To arrive at these capabilities, the Plan adopts the court’s constitutional responsibility as its business mission – the “business” of the court is the prompt and fair adjudication of disputes. The following business capabilities were identified as most critical:

Primary Business Capability

Provide a more consistent statewide level of court services by establishing and funding a minimum level of technology to support all elements of the State Courts System enumerated in section 29.004, Florida Statutes.

Supporting Business Capabilities

Implement best practices for funding by incorporating full life cycle costs of all trial court technology which ensures long-range functionality and return on investment.

Sustain the systems and applications in the trial courts by a) ensuring courts have appropriate staffing levels available to support technology demands; and b) improving training and education for staff.

To effectuate the business capabilities identified, the State Courts System must secure adequate and reliable state funding in addition to existing county funding to implement and sustain the technology projects that support these capabilities. The SCS intends to develop, for consideration by the Florida Legislature, a comprehensive funding structure with corresponding revenue proposals that will continually support, maintain, and refresh the SCS technology elements necessary to ensure that trial courts statewide are able to meet the needs of judges, court staff, and the public they serve.

Background

Currently, the trial courts are undergoing a substantial technology transformation. Just as technology has transformed the ways businesses operate and serve customers, it is also transforming the ways the judicial branch functions and meets the needs of its customers – the individuals and businesses who rely upon the courts for the administration of justice and the provision of due process. Citizens, who are accustomed to interacting with businesses in real time via the Internet, expect technology-enhanced performance. Likewise, they increasingly expect their court system to employ technology to facilitate the effective, efficient, and fair disposition of cases.

Over the last five years, the legal system has moved from a paper-based system toward an electronic system. Attorneys are filing cases electronically; judges are beginning to work with electronic case files; and clerks are running their business processes using automation and electronic forms and documents. More services are being provided internally to court system partners and externally to court customers and litigants using online media. Today, technology is no longer a “luxury” or “add-on” to existing resources; it is inherent and inextricably connected to the daily operations of the judiciary.

Florida continues to evolve as a unified and uniform court system with the governance and funding structures in place to support efficient and effective access to justice. The Florida State Courts System (SCS) has made significant strides in developing and implementing technology solutions. However, challenges exist in implementing technology with varied and disparate funding sources and governance mechanisms. The *Florida Trial Court Technology Strategic Plan: 2015 - 2019* (Plan) supports a cohesive process to enhance the ability of the trial courts to provide a more consistent level of services through funding an adequate and reliable minimum level of technology.

As the SCS establishes and implements this Plan, it will be necessary to work with integral external court system partners, such as the clerks of court, to ensure that the clerks’ technology framework supports the SCS constitutional mandate and initiatives. Proper coordination of technical capabilities is critical for successful technology development and maintenance. This Plan is based on the courts’ responsibility for managing its cases, but it also recognizes the necessity of clerks to maintain the integrity and accuracy of court records in their support of the judiciary as established by statutes, court rules, and administrative orders. This Plan contemplates that the trial courts’ technology goals and initiatives will be closely coordinated with the technology needs and initiatives of the clerks of court, so that the court records provided to judges and court staff are accurate, complete, secure, and timely.

The courts sit at the center of activity in the judicial system, with data flowing in and out as cases move through the adjudication process from filing to disposition. Electronic filing set the course for technology in the judicial branch. Then, the development of a statewide court management information system known as the Court Application Processing System, or “CAPS,” was the beginning of the infrastructure needed to effectively manage court business processes. This Plan continues the development of CAPS to provide consistent access to and availability of data across counties and circuits to provide more complete information to judges from different data sources, which improves efficiency in judicial decision-making. These enhancements give the

SCS monitoring tools and allow the courts to tailor performance measures to improve case management and adjudication of cases. Additionally, this Plan recognizes the need for infrastructure to support the statewide flow of information and technology. It provides tools to perform more accurate and reliable court reporting and court interpreting, and staff to support all statewide, court-specific technology systems. Furthermore, it recognizes the necessity for the clerks to provide complete, accurate, secure, real-time access to court data to ensure continuity of operations and information security.

Business Goal

The guidepost for this technology strategic plan is the primary mission or “business” of the courts – protecting rights and liberties, upholding and interpreting the law, and providing for the peaceful resolution of disputes. Because the courts’ constitutional responsibility is to adjudicate cases, this Plan focuses on the authority of the court to promote the prompt and efficient administration of justice and the technological tools needed to effectively manage cases and court resources. The purpose of the Plan is to ensure that technology fully supports the courts’ primary mission and facilitates the ability of the local courts to act together as an enterprise when appropriate.

Process

To avoid the common pitfalls of strategic planning within loosely-coupled organizations such as the SCS, the Office of the State Courts Administrator (OSCA) organized a two-day meeting (Workshop) of the trial court administrators and court technology officers from all 20 judicial circuits in August 2014. With facilitation support from the National Center for State Courts (NCSC), the group identified the guiding principles, identified and prioritized business capabilities, and determined required technical capabilities. Subsequently, the TCBC’s Trial Court Technology Funding Strategies Workgroup (Workgroup) refined the business capabilities and aligned the required technical capabilities to the current tactical and funding plans. This led to identifying and prioritizing necessary business capabilities and corresponding real-world technology solutions.

During the Workshop, several key concepts emerged:

- Efforts exist at all levels of the courts to act more like an integrated system when planning and implementing new technology; however, more needs to be done to perform like an enterprise. In order for judges to adjudicate cases, they must have access to accurate, timely, secure, and complete information. In order for the current information to be most useful, there is a pressing need for real technical standards (data and interfaces) to complement the functional standards the courts have already developed as part of the Integrated Trial Court Adjudicatory System (ITCAS) and Court Application Processing System (CAPS) projects. The data exchange workgroup, which includes clerks of court staff, is currently working on developing specifications for data exchanges, starting with the CAPS viewer.
- Courts provide a wide variety of services to the public and other court stakeholders, but the type and level of services provided are inconsistent across local jurisdictions. The public would benefit from a minimal level of services that is consistently provided statewide and consistently identified using the same terminology.

- New technology generates new expectations. As courts become more electronic and online, the public and other court stakeholders expect access “24/7,” but the courts do not currently have the resources necessary to provide that level of service and support.
- Due to local funding and management, the courts’ ability to present a consistent level of information and services statewide to citizens is hindered. While websites and online services are improving, the SCS still needs to work on presenting a more consistent interface to the public for ease of access to and use of its services.

In addition to the concepts identified by Workshop participants, several business challenges were identified. While not unique to Florida, the following challenges are significant barriers to success:

- There are a number of governing bodies, both internal and external, that are responsible for various aspects of trial court technology.
- Funding resources do not match expected levels of service.
- Levels of service provided are not consistent across the state, even at a minimum level.
- Access to court information is not standardized, complete, or timely.
- Training in technology is needed for staff.

To address key concepts and challenges identified by the Workshop participants, guiding principles were established to mitigate or overcome these challenges. Participants decided the following principles would clarify court priorities and provide a rationale for selection:

1. There should be clear court authority over trial court technology.
2. Resource planning should be prioritized based on business needs.
3. Funding levels should match defined and required levels of service.
4. There should be a consistent minimum level of court services provided across the state. Because resources of local courts will always vary to some extent, this fourth principle is intended to support a consistent *minimally acceptable* level of services statewide. It is intended to establish a floor for available services – not a ceiling or a rigid level.
5. Access to court information should be standardized, complete, and near real-time.
6. Staff supporting court technology should be competent and well-trained.

Business Capabilities for Technology

This Plan does not attempt to identify all required or desired business capabilities. The intent is to identify and prioritize the most needed capabilities. This Plan focuses on one primary business capability and two supporting business capabilities that were recognized by the Workshop participants and selected as most critical by the Workgroup members. It is reasonable that a successful campaign can be mobilized over multiple years to support all three. They are as follows:

Primary Business Capability

Provide a more consistent statewide level of court services by establishing and funding a minimum level of technology to support all elements of the State Courts System enumerated in section 29.004, Florida Statutes.

Supporting Business Capabilities

Implement best practices for funding by incorporating full life cycle costs of all trial court technology which ensures long-range functionality and return on investment.

Sustain the systems and applications in the trial courts by a) ensuring courts have appropriate staffing levels available to support technology demands; and b) improving training and education for staff.

Alignment of Business Capabilities with Technical Capabilities and Success Measures

This section identifies, for each business capability, the technical capabilities required for implementation. One or more success measures are specified for each desired business capability since it is important to know, in business terms, what constitutes successful implementation.

Primary Business Capability – Technical capabilities addressing consistent level of court services.

Discussion: The scope encompasses all systems and applications in the trial courts including the Court Application Processing System, remote interpreting and expert witness systems, and systems that allow the courts to accurately make the official court record. This capability requires the establishment of statewide standardization of minimum levels of required core court technology services.

- Identify common services.
- Determine the core minimum service levels required.
- Develop minimum standards for technical support of common services and service levels.
- Estimate adequate enterprise funding needs for required services and service levels:
 - Based on state and county funding,
 - Based on funding requirements for circuit-wide functions that cross county boundaries.
- Continue development of the statewide Court Application Processing System that provides consistent access to and availability of information across counties and circuits.
- Identify and develop specifications for standard data exchanges – both internal and external.
 - Standardize data definitions and data entry rules for key court information.
 - Establish internal user support groups for existing systems and applications.
- Identify and provide a consistent statewide level (or several defined levels) of services for remote interpreting and remote expert witnesses (functional requirements, availability of

qualified staff, network bandwidth, internal court wiring, etc.), which allows for pooling of limited resources for certified interpreter and expert witnesses. This will provide a more cost effective and consistent level of services across the state.

- Install replacements and provide adequate continuing maintenance for standards-based videoconferencing equipment to support use of remote interpretation and remote expert witnesses as needed.
- Identify and provide a consistent statewide level of services for digital audio/video recording, to include the expansion of digital court reporting equipment in necessary courtrooms and hearing rooms not already outfitted with the technology.
- Install replacements and provide adequate continuing maintenance for standards-based digital court reporting equipment, to ensure consistent capturing of the official record across all circuits.
- Provide contract consultants through OSCA as a last resort for small circuits/counties with minimal required services and inadequate funding and technology resources.

Success Measures:

- Citizens have access to a consistent level of minimum court services, regardless of geography.
- The official court record is made in an accurate and reliable manner statewide.
- Court interpreter and expert witness requests are met in a timely manner with certified or qualified staff, increasing efficiency and effectiveness and may also result in cost savings.
- Judges receive complete, accurate, secure, and real-time information from various data sources resulting in efficiency gains in judicial decision-making.
- Reliance on paper files and manual file movement is reduced.

Supporting Business Capability – Technical capabilities addressing life cycle funding.

Discussion: This best practice identifies complete life cycle costs for all proposed projects and includes cost/benefit analyses. The scope includes proactive analysis of information technology resource needs and planning to avoid operating in a reactive mode. Development of funding proposals should be conducted using an enterprise approach, with adequate oversight over technology and accountability of financial resources.

- Identify and support the ongoing development and implementation of an enterprise view of technology for the judicial branch.
- Plan strategically for deployment of technology, utilizing limited resources.
- Implement a circuit-level funding structure that includes a dedicated, statewide trust fund for trial court technology, managed by the Trial Court Budget Commission.

Success Measures:

- Technology needs are evaluated to include full life cycle costs.
- Resources are managed in a proactive manner.
- Technology is acquired and deployed in a strategic manner statewide; systems are refreshed prior to reaching obsolescence.

Supporting Business Capability – Technical capabilities addressing staffing and training.

Discussion: Current levels of technology staff support vary across circuits and counties. There are competing priorities for limited shared resources paid for by the county. Additionally, multi-county circuits have difficulties in sharing resources across county lines or providing the same services within the circuit due to variations in county support of staff. A lot of the new technology initiatives are court specific and need dedicated, well-trained staff to support.

- Provide a minimum level of information technology staff in all 20 judicial circuits to ensure circuit-level dedicated resources to support all statewide, court-specific technology systems.
- Acquire additional commercial automated/online training resources for judicial officers and staff to ensure that technology is equally utilized and fully supported statewide.
- Acquire additional or improved training modules for vendor-provided court applications.
- Establish an enterprise usability lab for court applications and websites.
- Create a comprehensive set of online functional training modules for court staff.
- Identify technical training shortfalls for information technology staff as technology needs evolve.

Success Measures:

- Judges and court staff receive timely assistance from knowledgeable technical support staff.
- Court staff receive education and training to maintain contemporary knowledge of technical systems and applications, resulting in overall process improvement.
- Court staff retention is improved, resulting in human resource-related cost savings.

Alignment of Capabilities and Projects

The desired business and technical capabilities in this Plan build on current capabilities and planned projects. Some key examples are listed below:

- Some courts have implemented due process capabilities (remote interpreters, digital audio/video recording) over the last several years. The need is to complete the rollouts statewide and provide life cycle funding for maintenance and replacement.
- The Judicial Inquiry System (JIS) provides statewide information to courts on criminal cases. There is a need for equivalent information in civil and family cases. The Integrated Trial Court Adjudicatory System (ITCAS) project will provide similar capabilities.
- The Court Application Processing System (CAPS) project is a computer application system designed for in-court and in-chambers use by trial court judges and court staff which facilitates work on cases from any location and across many devices and data sources. It provides judges with rapid and reliable access to case information; provides access to and use of case files and other data in the course of managing cases, scheduling

and conducting hearings, adjudicating disputes, and recording and reporting judicial activity; and allows judges to prepare, electronically sign, file, and serve orders. CAPS is vital to the adjudicatory function of Florida's trial court judges and has the potential to serve as the framework for a fully-automated trial court case management system. While the project is already underway, the need is to complete a statewide rollout, establish data and interface standards for improved interoperability, and improve data access from clerks and other court stakeholders.

- The trial courts are responsible for the timely management of their cases. This will become easier with digital-based court information, whereas it was extremely difficult in the paper-based systems. This will help the court move its cases in an efficient and effective manner.
- The courts have benefited from several recent funding opportunities to expand their investment in court technology; however, problems are now arising because the new technology capabilities did not come with life cycle funding to maintain and replace aging equipment.

Conclusion

Members of the public view the court system as a single enterprise; they do not concern themselves with the details of court organization. When courts fail to function like a single enterprise, it inhibits the public's access. Inconsistent services and service interfaces, whether in person at the courthouse or on-line, also impede access. One of the great strengths of the Florida courts is their ability to innovate and experiment at the local level. The goal of this Plan is to achieve a balance of local flexibility, operational efficiency, and public accessibility to provide a consistent statewide level of services to court customers.

The Plan makes no attempt to redesign the way technology is funded at the local level, only to ensure a minimum level of trial court technology services statewide. To effectuate the business capabilities identified in this Plan, it is necessary for the State Courts System to secure adequate and reliable state funding to implement and sustain the technology projects that support these capabilities. During the 2015 legislative session, the SCS will present a proposed comprehensive funding structure with corresponding revenue streams to continually support, maintain, and refresh the technology that is critical to ensuring the trial courts statewide are able to meet the needs of judges, court staff, and the public they serve.

To fully realize the benefits, the courts must follow the guiding principles presented in this Plan to establish a necessary level of court services statewide, present a more consistent face to the public, and work with court partners in aligning technology efforts.

Appendix C – Cost Benefit Analysis for Remote Court Interpreting and Bandwidth

CBAForm 1 - Net Tangible Benefits

Agency State Courts System Project Comprehensive Court Interpreting Re: Remote Court Interpreting and Bandwidth

Net Tangible Benefits - Operational Cost Changes (Costs of Current Operations versus Proposed Operations as a Result of the Project) and Additional Tangible Benefits -- CBAForm 1A															
Agency <i>(Recurring Costs Only -- No Project Costs)</i>	FY 2018-19			FY 2019-20			FY 2020-21			FY 2021-22			FY 2022-23		
	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a)+(b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Cost Change Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project	(a) Existing Program Costs	(b) Operational Cost Change	(c) = (a) + (b) New Program Costs resulting from Proposed Project
A. Personnel Costs -- Agency-Managed Staff	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
A.b Total Staff	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
A-1.a. State FTEs (Salaries & Benefits)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
A-1.b. State FTEs (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
A-2.a. OPS Staff (Salaries)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
A-2.b. OPS (#)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
A-3.a. Staff Augmentation (Contract Cost)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
A-3.b. Staff Augmentation (# of Contractors)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
B. Application Maintenance Costs	\$0	\$1,727,165	\$1,727,165	\$1,727,165	\$472,472	\$2,199,637	\$2,199,637	\$434,295	\$2,633,932	\$2,633,932	\$2,040,946	\$4,674,878	\$4,674,878	\$0	
B-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
B-2. Hardware	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$2,040,946	\$2,040,946	\$2,040,946	\$0	
B-3. Software	\$0	\$255,799	\$255,799	\$255,799	\$472,472	\$728,271	\$728,271	\$434,295	\$1,162,566	\$1,162,566	\$0	\$1,162,566	\$1,162,566	\$0	
B-4. Other <i>Bandwidth</i>	\$0	\$1,471,366	\$1,471,366	\$1,471,366	\$0	\$1,471,366	\$1,471,366	\$0	\$1,471,366	\$1,471,366	\$0	\$1,471,366	\$1,471,366	\$0	
C. Data Center Provider Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
C-1. Managed Services (Staffing)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
C-2. Infrastructure	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
C-3. Network / Hosting Services	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
C-4. Disaster Recovery	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
C-5. Other <i>Specify</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
D. Plant & Facility Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
E. Other Costs	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
E-1. Training	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
E-2. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
E-3. Other <i>Specify</i>	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	
Total of Recurring Operational Costs	\$0	\$1,727,165	\$1,727,165	\$1,727,165	\$472,472	\$2,199,637	\$2,199,637	\$434,295	\$2,633,932	\$2,633,932	\$2,040,946	\$4,674,878	\$4,674,878	\$0	
F. Additional Tangible Benefits:		\$0			\$0			\$0			\$0		\$0		
F-1. <i>Specify</i>		\$0			\$0			\$0			\$0		\$0		
F-2. <i>Specify</i>		\$0			\$0			\$0			\$0		\$0		
F-3. <i>Specify</i>		\$0			\$0			\$0			\$0		\$0		
Total Net Tangible Benefits:		(\$1,727,165)			(\$472,472)			(\$434,295)			(\$2,040,946)			\$0	

CHARACTERIZATION OF PROJECT BENEFIT ESTIMATE -- CBAForm 1B		
Choose Type	Estimate Confidence	Enter % (+/-)
Detailed/Rigorous	<input checked="" type="checkbox"/>	Confidence Level 95%
Order of Magnitude	<input type="checkbox"/>	Confidence Level
Placeholder	<input type="checkbox"/>	Confidence Level

A	B		C	D	E	F		G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	State Courts System	Comprehensive Court Interpreting Resources		CBAForm 2A Baseline Project Budget																	
Costs entered into each row are mutually exclusive. Insert rows for detail and modify appropriation categories as necessary, but do not remove any of the provided project cost elements. Reference vendor quotes in the Item Description where applicable. Include only one-time project costs in this table. Include any recurring costs in CBA Form 1A.					FY2018-19			FY2019-20			FY2020-21			FY2021-22			FY2022-23			TOTAL	
2					\$ 2,841,610			\$ 2,951,549			\$ 2,646,611			\$ -			\$ -			\$ 8,439,770	
3					\$ -			\$ -			\$ -			\$ -			\$ -			\$ -	
4	Item Description (remove guidelines and annotate entries here)	Project Cost Element	Appropriation Category	Current & Previous Years Project-Related Cost	YR 1 #	YR 1 LBR	YR 1 Base Budget	YR 2 #	YR 2 LBR	YR 2 Base Budget	YR 3 #	YR 3 LBR	YR 3 Base Budget	YR 4 #	YR 4 LBR	YR 4 Base Budget	YR 5 #	YR 5 LBR	YR 5 Base Budget	TOTAL	
5	Costs for all state employees working on the project.	FTE	S&B	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
6	Costs for all OPS employees working on the project.	OPS	OPS	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
7	Staffing costs for personnel using Time & Expense.	Staff Augmentation	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
8	Project management personnel and related deliverables.	Project Management	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
9	Project oversight to include Independent Verification & Validation (IV&V) personnel and related deliverables.	Project Oversight	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
10	Staffing costs for all professional services not included in other categories.	Consultants/Contractors	Contracted Services	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ -	\$ -
11	Separate requirements analysis and feasibility study procurements.	Project Planning/Analysis	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
12	Hardware purchases not included in data center services.	Hardware	Other Data Processing Services	\$ -		\$ 2,841,610	\$ -		\$ 2,951,549	\$ -		\$ 2,646,611	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ 8,439,770
13	Commercial software purchases and licensing costs.	Commercial Software	Other Data Processing Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
14	Professional services with fixed-price costs (i.e. software development, installation, project documentation)	Project Deliverables	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
15	All first-time training costs associated with the project.	Training	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
16	Include the quote received from the data center provider for project equipment and services. Only include one-time project costs in this row. Recurring, project-related data center costs are included in CBA Form 1A.	Data Center Services - One Time Costs	Data Center Category	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
17	Other contracted services not included in other categories.	Other Services	Contracted Services	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
18	Include costs for non-state data center equipment required by the project and the proposed solution (insert additional rows as needed for detail)	Equipment	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
19	Include costs associated with leasing space for project personnel.	Leased Space	Expense	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
20	Other project expenses not included in other categories.	Bandwidth	Other Data Processing	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -		\$ -	\$ -	\$ -	\$ -
21	Total				\$ -	0.00	\$ 2,841,610	\$ -	0.00	\$ 2,951,549	\$ -	0.00	\$ 2,646,611	\$ -	0.00	\$ -	\$ -	0.00	\$ -	\$ -	\$ 8,439,770

CBAForm 2 - Project Cost Analysis

Agency <u>State Courts System</u>	Project <u>Comprehensive Court Interpreting Resource</u>
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PROJECT COST SUMMARY	PROJECT COST SUMMARY (from CBAForm 2A)					TOTAL
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	
TOTAL PROJECT COSTS (*)	\$2,841,610	\$2,951,549	\$2,646,611	\$0	\$0	\$8,439,770
CUMULATIVE PROJECT COSTS <small>(includes Current & Previous Years' Project-Related Costs)</small>	\$2,841,610	\$5,793,159	\$8,439,770	\$8,439,770	\$8,439,770	
Total Costs are carried forward to CBAForm3 Project Investment Summary worksheet.						

PROJECT FUNDING SOURCES	PROJECT FUNDING SOURCES - CBAForm 2B					TOTAL
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	
General Revenue	\$4,568,775	\$3,424,021	\$3,080,906	\$2,040,946	\$0	\$13,114,648
Trust Fund	\$0	\$0	\$0	\$0	\$0	\$0
Federal Match <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Grants <input type="checkbox"/>	\$0	\$0	\$0	\$0	\$0	\$0
Other <input type="checkbox"/> Specify	\$0	\$0	\$0	\$0	\$0	\$0
TOTAL INVESTMENT	\$4,568,775	\$3,424,021	\$3,080,906	\$2,040,946	\$0	\$13,114,648
CUMULATIVE INVESTMENT	\$4,568,775	\$7,992,796	\$11,073,702	\$13,114,648	\$13,114,648	

Characterization of Project Cost Estimate - CBAForm 2C			
Choose Type	Estimate Confidence	Enter % (+/-)	
Detailed/Rigorous	Confidence Level	x	95%
Order of Magnitude	Confidence Level		
Placeholder	Confidence Level		

CBAForm 3 - Project Investment Summary

Agency	<u>State Courts System</u>	Project	<u>ensive Court Interpreting R</u>
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COST BENEFIT ANALYSIS -- CBAForm 3A						
	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23	TOTAL FOR ALL YEARS
Project Cost	\$2,841,610	\$2,951,549	\$2,646,611	\$0	\$0	\$8,439,770
Net Tangible Benefits	(\$1,727,165)	(\$472,472)	(\$434,295)	(\$2,040,946)	\$0	(\$4,674,878)
Return on Investment	(\$4,568,775)	(\$3,424,021)	(\$3,080,906)	(\$2,040,946)	\$0	(\$13,114,648)
Year to Year Change in Program Staffing	0	0	0	0	0	

RETURN ON INVESTMENT ANALYSIS -- CBAForm 3B		
Payback Period (years)	NO PAYBACK	Payback Period is the time required to recover the investment costs of the project.
Breakeven Fiscal Year	NO PAYBACK	Fiscal Year during which the project's investment costs are recovered.
Net Present Value (NPV)	(\$12,296,414)	NPV is the present-day value of the project's benefits less costs over the project's lifecycle.
Internal Rate of Return (IRR)	NO IRR	IRR is the project's rate of return.

Investment Interest Earning Yield -- CBAForm 3C					
Fiscal Year	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
Cost of Capital	1.94%	2.07%	3.18%	4.32%	4.85%

Appendix D – Risk Assessment Tool

	B	C	D	E	F	G	H						
3	Project		<i>Comprehensive Court Interpreting Resources</i>										
4													
5	Agency		<i>State Courts System</i>										
6	FY 2018-19 LBR Issue Code:			FY 2018-19 LBR Issue Title:									
7	<i>36344C0</i>			<i>Comprehensive Court Interpreting</i>									
8	Risk Assessment Contact Info (Name, Phone #, and E-mail Address):												
9	<i>Kristine Slayden, 850-922-5106, slaydenk@flcourts.org</i>												
10	Executive Sponsor		<i>Judge Margaret O. Steinbeck</i>										
11	Project Manager		<i>Kristine Slayden</i>										
12	Prepared By		<i>Kristine Slayden</i>			<i>8/22/2017</i>							
14	Risk Assessment Summary												
15													
16	Business Strategy	Level of Project Risk											
17													
18													
19													
20													
21													
22													
23													
24													
25													
26													
27													
28													
29													
30													
31													
32													
34	Project Risk Area Breakdown												
35	Risk Assessment Areas						<i>Risk Exposure</i>						
36	Strategic Assessment						MEDIUM						
37													
38	Technology Exposure Assessment						LOW						
39													
40	Organizational Change Management Assessment						MEDIUM						
41													
42	Communication Assessment						LOW						
43													
44	Fiscal Assessment						MEDIUM						
45													
46	Project Organization Assessment						MEDIUM						
47													
48	Project Management Assessment						MEDIUM						
49													
50	Project Complexity Assessment						MEDIUM						
51													
52													
53	Overall Project Risk						MEDIUM						

	B	C	D	E
1	Agency: State Courts System		Project: Comprehensive Court Interpreting Resources	
3	Section 1 -- Strategic Area			
4	#	Criteria	Values	Answer
5	1.01	Are project objectives clearly aligned with the agency's legal mission?	0% to 40% -- Few or no objectives aligned	81% to 100% -- All or nearly all objectives aligned
6			41% to 80% -- Some objectives aligned	
7			81% to 100% -- All or nearly all objectives aligned	
8	1.02	Are project objectives clearly documented and understood by all stakeholder groups?	Not documented or agreed to by stakeholders	Documented with sign-off by stakeholders
9			Informal agreement by stakeholders	
10			Documented with sign-off by stakeholders	
11	1.03	Are the project sponsor, senior management, and other executive stakeholders actively involved in meetings for the review and success of the project?	Not or rarely involved	Project charter signed by executive sponsor and executive team actively engaged in steering committee meetings
12			Most regularly attend executive steering committee meetings	
13			Project charter signed by executive sponsor and executive team actively engaged in steering committee meetings	
14	1.04	Has the agency documented its vision for how changes to the proposed technology will improve its business processes?	Vision is not documented	Vision is completely documented
15			Vision is partially documented	
16			Vision is completely documented	
17	1.05	Have all project business/program area requirements, assumptions, constraints, and priorities been defined and documented?	0% to 40% -- Few or none defined and documented	81% to 100% -- All or nearly all defined and documented
18			41% to 80% -- Some defined and documented	
19			81% to 100% -- All or nearly all defined and documented	
20	1.06	Are all needed changes in law, rule, or policy identified and documented?	No changes needed	No changes needed
21			Changes unknown	
22			Changes are identified in concept only	
23			Changes are identified and documented	
24			Legislation or proposed rule change is drafted	
25	1.07	Are any project phase or milestone completion dates fixed by outside factors, e.g., state or federal law or funding restrictions?	Few or none	Few or none
26			Some	
27			All or nearly all	
28	1.08	What is the external (e.g. public) visibility of the proposed system or project?	Minimal or no external use or visibility	Moderate external use or visibility
29			Moderate external use or visibility	
30			Extensive external use or visibility	
31	1.09	What is the internal (e.g. state agency) visibility of the proposed system or project?	Multiple agency or state enterprise visibility	Single agency-wide use or visibility
32			Single agency-wide use or visibility	
33			Use or visibility at division and/or bureau level only	
34	1.10	Is this a multi-year project?	Greater than 5 years	Between 1 and 3 years
35			Between 3 and 5 years	
36			Between 1 and 3 years	
37			1 year or less	

	B	C	D	E
1	Agency: State Courts System		Project: Comprehensive Court Interpreting Resources	
3	Section 2 -- Technology Area			
4	#	Criteria	Values	Answer
5	2.01	Does the agency have experience working with, operating, and supporting the proposed technical solution in a production environment?	Read about only or attended conference and/or vendor presentation	Supported production system 1 year to 3 years
6			Supported prototype or production system less than 6 months	
7			Supported production system 6 months to 12 months	
8			Supported production system 1 year to 3 years	
9			Installed and supported production system more than 3 years	
10	2.02	Does the agency's internal staff have sufficient knowledge of the proposed technical solution to implement and operate the new system?	External technical resources will be needed for implementation and operations	Internal resources have sufficient knowledge for implementation and operations
11			External technical resources will be needed through implementation only	
12			Internal resources have sufficient knowledge for implementation and operations	
13	2.03	Have all relevant technical alternatives/ solution options been researched, documented and considered?	No technology alternatives researched	All or nearly all alternatives documented and considered
14			Some alternatives documented and considered	
15			All or nearly all alternatives documented and considered	
16	2.04	Does the proposed technical solution comply with all relevant agency, statewide, or industry technology standards?	No relevant standards have been identified or incorporated into proposed technology	Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards
17			Some relevant standards have been incorporated into the proposed technology	
18			Proposed technology solution is fully compliant with all relevant agency, statewide, or industry standards	
19	2.05	Does the proposed technical solution require significant change to the agency's existing technology infrastructure?	Minor or no infrastructure change required	Moderate infrastructure change required
20			Moderate infrastructure change required	
21			Extensive infrastructure change required	
22			Complete infrastructure replacement	
23	2.06	Are detailed hardware and software capacity requirements defined and documented?	Capacity requirements are not understood or defined	Capacity requirements are based on historical data and new system design specifications and performance requirements
24			Capacity requirements are defined only at a conceptual level	
25			Capacity requirements are based on historical data and new system design specifications and performance requirements	

	B	C	D	E
1	Agency: State Courts System		Project: Comprehensive Court Interpreting Resources	
3	Section 3 -- Organizational Change Management Area			
4	#	Criteria	Values	Answer
5	3.01	What is the expected level of organizational change that will be imposed within the agency if the project is successfully implemented?	Extensive changes to organization structure, staff or business processes	Moderate changes to organization structure, staff or business processes
6			Moderate changes to organization structure, staff or business processes	
7			Minimal changes to organization structure, staff or business processes structure	
8	3.02	Will this project impact essential business processes?	Yes	Yes
9			No	
10	3.03	Have all business process changes and process interactions been defined and documented?	0% to 40% -- Few or no process changes defined and documented	81% to 100% -- All or nearly all processes defined and documented
11			41% to 80% -- Some process changes defined and documented	
12			81% to 100% -- All or nearly all processes defined and documented	
13	3.04	Has an Organizational Change Management Plan been approved for this project?	Yes	No
14			No	
15	3.05	Will the agency's anticipated FTE count change as a result of implementing the project?	Over 10% FTE count change	Less than 1% FTE count change
16			1% to 10% FTE count change	
17			Less than 1% FTE count change	
18	3.06	Will the number of contractors change as a result of implementing the project?	Over 10% contractor count change	Less than 1% contractor count change
19			1 to 10% contractor count change	
20			Less than 1% contractor count change	
21	3.07	What is the expected level of change impact on the citizens of the State of Florida if the project is successfully implemented?	Extensive change or new way of providing/receiving services or information)	Moderate changes
22			Moderate changes	
23			Minor or no changes	
24	3.08	What is the expected change impact on other state or local government agencies as a result of implementing the project?	Extensive change or new way of providing/receiving services or information	Moderate changes
25			Moderate changes	
26			Minor or no changes	
27	3.09	Has the agency successfully completed a project with similar organizational change requirements?	No experience/Not recently (>5 Years)	Recently completed project with greater change requirements
28			Recently completed project with fewer change requirements	
29			Recently completed project with similar change requirements	
30			Recently completed project with greater change requirements	

	B	C	D	E
1	Agency: Agency Name		Project: Project Name	
3	Section 4 -- Communication Area			
4	#	Criteria	Value Options	Answer
5	4.01	Has a documented Communication Plan been approved for this project?	Yes	Yes
6			No	
7	4.02	Does the project Communication Plan promote the collection and use of feedback from management, project team, and business stakeholders (including end users)?	Negligible or no feedback in Plan	Proactive use of feedback in Plan
8			Routine feedback in Plan	
9			Proactive use of feedback in Plan	
10	4.03	Have all required communication channels been identified and documented in the Communication Plan?	Yes	Yes
11			No	
12	4.04	Are all affected stakeholders included in the Communication Plan?	Yes	Yes
13			No	
14	4.05	Have all key messages been developed and documented in the Communication Plan?	Plan does not include key messages	Some key messages have been developed
15			Some key messages have been developed	
16			All or nearly all messages are documented	
17	4.06	Have desired message outcomes and success measures been identified in the Communication Plan?	Plan does not include desired messages outcomes and success measures	All or nearly all messages have success measures
18			Success measures have been developed for some messages	
19			All or nearly all messages have success measures	
20	4.07	Does the project Communication Plan identify and assign needed staff and resources?	Yes	Yes
21			No	

	B	C	D	E
1	Agency: State Courts System		Project: Comprehensive Court Interpreting Resources	
3	Section 5 -- Fiscal Area			
4	#	Criteria	Values	Answer
5	5.01	Has a documented Spending Plan been approved for the entire project lifecycle?	Yes	Yes
6			No	
7	5.02	Have all project expenditures been identified in the Spending Plan?	0% to 40% -- None or few defined and documented	81% to 100% -- All or nearly all defined and documented
8			41% to 80% -- Some defined and documented	
9			81% to 100% -- All or nearly all defined and documented	
10	5.03	What is the estimated total cost of this project over its entire lifecycle?	Unknown	Greater than \$10 M
11			Greater than \$10 M	
12			Between \$2 M and \$10 M	
13			Between \$500K and \$1,999,999	
14			Less than \$500 K	
15	5.04	Is the cost estimate for this project based on quantitative analysis using a standards-based estimation model?	Yes	Yes
16			No	
17	5.05	What is the character of the cost estimates for this project?	Detailed and rigorous (accurate within ±10%)	Detailed and rigorous (accurate within ±10%)
18			Order of magnitude – estimate could vary between 10-100%	
19			Placeholder – actual cost may exceed estimate by more than 100%	
20	5.06	Are funds available within existing agency resources to complete this project?	Yes	No
21			No	
22	5.07	Will/should multiple state or local agencies help fund this project or system?	Funding from single agency	Funding from single agency
23			Funding from local government agencies	
24			Funding from other state agencies	
25	5.08	If federal financial participation is anticipated as a source of funding, has federal approval been requested and received?	Neither requested nor received	Not applicable
26			Requested but not received	
27			Requested and received	
28			Not applicable	
29	5.09	Have all tangible and intangible benefits been identified and validated as reliable and achievable?	Project benefits have not been identified or validated	Some project benefits have been identified but not validated
30			Some project benefits have been identified but not validated	
31			Most project benefits have been identified but not validated	
32			All or nearly all project benefits have been identified and validated	
33	5.10	What is the benefit payback period that is defined and documented?	Within 1 year	Within 3 years
34			Within 3 years	
35			Within 5 years	
36			More than 5 years	
37			No payback	
38	5.11	Has the project procurement strategy been clearly determined and agreed to by affected stakeholders?	Procurement strategy has not been identified and documented	Stakeholders have reviewed and approved the proposed procurement strategy
39			Stakeholders have not been consulted re: procurement strategy	
40			Stakeholders have reviewed and approved the proposed procurement strategy	
41	5.12	What is the planned approach for acquiring necessary products and solution services to successfully complete the project?	Time and Expense (T&E)	Combination FFP and T&E
42			Firm Fixed Price (FFP)	
43			Combination FFP and T&E	
44	5.13	What is the planned approach for procuring hardware and software for the project?	Timing of major hardware and software purchases has not yet been determined	Just-in-time purchasing of

	B	C	D	E
1	Agency: State Courts System		Project: Comprehensive Court Interpreting Resources	
3	Section 5 -- Fiscal Area			
4	#	Criteria	Values	Answer
45			Purchase all hardware and software at start of project to take advantage of one-time discounts	hardware and software is documented in the project schedule
46			Just-in-time purchasing of hardware and software is documented in the project schedule	
47	5.14	Has a contract manager been assigned to this project?	No contract manager assigned	Contract manager assigned is not the procurement manager or the project manager
48			Contract manager is the procurement manager	
49			Contract manager is the project manager	
50			Contract manager assigned is not the procurement manager or the project manager	
51	5.15	Has equipment leasing been considered for the project's large-scale computing purchases?	Yes	Yes
52			No	
53	5.16	Have all procurement selection criteria and outcomes been clearly identified?	No selection criteria or outcomes have been identified	All or nearly all selection criteria and expected outcomes have been defined and documented
54			Some selection criteria and outcomes have been defined and documented	
55			All or nearly all selection criteria and expected outcomes have been defined and documented	
56	5.17	Does the procurement strategy use a multi-stage evaluation process to progressively narrow the field of prospective vendors to the single, best qualified candidate?	Procurement strategy has not been developed	Multi-stage evaluation and proof of concept or prototype planned/used to select best qualified vendor
57			Multi-stage evaluation not planned/used for procurement	
58			Multi-stage evaluation and proof of concept or prototype planned/used to select best qualified vendor	
59	5.18	For projects with total cost exceeding \$10 million, did/will the procurement strategy require a proof of concept or prototype as part of the bid response?	Procurement strategy has not been developed	Not applicable
60			No, bid response did/will not require proof of concept or prototype	
61			Yes, bid response did/will include proof of concept or prototype	
62			Not applicable	
63				
64				
65				
66				

	B	C	D	E
1	Agency: State Courts System		Project: Comprehensive Court Interpreting Resources	
3	Section 6 -- Project Organization Area			
4	#	Criteria	Values	Answer
5	6.01	Is the project organization and governance structure clearly defined and documented within an approved project plan?	Yes	Yes
6			No	
7	6.02	Have all roles and responsibilities for the executive steering committee been clearly identified?	None or few have been defined and documented	Some have been defined and documented
8			Some have been defined and documented	
9			All or nearly all have been defined and documented	
10	6.03	Who is responsible for integrating project deliverables into the final solution?	Not yet determined	Agency
11			Agency	
12			System Integrator (contractor)	
13	6.04	How many project managers and project directors will be responsible for managing the project?	3 or more	1
14			2	
15			1	
16	6.05	Has a project staffing plan specifying the number of required resources (including project team, program staff, and contractors) and their corresponding roles, responsibilities and needed skill levels been developed?	Needed staff and skills have not been identified	Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented
17			Some or most staff roles and responsibilities and needed skills have been identified	
18			Staffing plan identifying all staff roles, responsibilities, and skill levels have been documented	
19	6.06	Is an experienced project manager dedicated fulltime to the project?	No experienced project manager assigned	No, project manager assigned more than half-time, but less than full-time to project
20			No, project manager is assigned 50% or less to project	
21			No, project manager assigned more than half-time, but less than full-time to project	
22			Yes, experienced project manager dedicated full-time, 100% to project	
23	6.07	Are qualified project management team members dedicated full-time to the project	None	No, business, functional or technical experts dedicated more than half-time but less than full-time to project
24			No, business, functional or technical experts dedicated 50% or less to project	
25			No, business, functional or technical experts dedicated more than half-time but less than full-time to project	
26			Yes, business, functional or technical experts dedicated full-time, 100% to project	
27	6.08	Does the agency have the necessary knowledge, skills, and abilities to staff the project team with in-house resources?	Few or no staff from in-house resources	Completely staffed from in-house resources
28			Half of staff from in-house resources	
29			Mostly staffed from in-house resources	
30			Completely staffed from in-house resources	
31	6.09	Is agency IT personnel turnover expected to significantly impact this project?	Minimal or no impact	Minimal or no impact
32			Moderate impact	
33			Extensive impact	
34	6.10	Does the project governance structure establish a formal change review and control board to address proposed changes in project scope, schedule, or cost?	Yes	No
35			No	
36	6.11	Are all affected stakeholders represented by functional manager on the change review and control board?	No board has been established	No board has been established
37			No, only IT staff are on change review and control board	
38			No, all stakeholders are not represented on the board	
39			Yes, all stakeholders are represented by functional manager	

	B	C	D	E
1	Agency: State Courts System		Project: Comprehensive Court Interpreting Resources	
3	Section 7 -- Project Management Area			
4	#	Criteria	Values	Answer
5	7.01	Does the project management team use a standard commercially available project management methodology to plan, implement, and control the project?	No	No
6			Project Management team will use the methodology selected by the systems integrator	
7			Yes	
8	7.02	For how many projects has the agency successfully used the selected project management methodology?	None	None
9			1-3	
10			More than 3	
11	7.03	How many members of the project team are proficient in the use of the selected project management methodology?	None	None
12			Some	
13			All or nearly all	
14	7.04	Have all requirements specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	81% to 100% -- All or nearly all have been defined and documented
15			41 to 80% -- Some have been defined and documented	
16			81% to 100% -- All or nearly all have been defined and documented	
17	7.05	Have all design specifications been unambiguously defined and documented?	0% to 40% -- None or few have been defined and documented	81% to 100% -- All or nearly all have been defined and documented
18			41 to 80% -- Some have been defined and documented	
19			81% to 100% -- All or nearly all have been defined and documented	
20	7.06	Are all requirements and design specifications traceable to specific business rules?	0% to 40% -- None or few are traceable	81% to 100% -- All or nearly all requirements and specifications are traceable
21			41 to 80% -- Some are traceable	
22			81% to 100% -- All or nearly all requirements and specifications are traceable	
23	7.07	Have all project deliverables/services and acceptance criteria been clearly defined and documented?	None or few have been defined and documented	All or nearly all deliverables and acceptance criteria have been defined and documented
24			Some deliverables and acceptance criteria have been defined and documented	
25			All or nearly all deliverables and acceptance criteria have been defined and documented	
26	7.08	Is written approval required from executive sponsor, business stakeholders, and project manager for review and sign-off of major project deliverables?	No sign-off required	Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables
27			Only project manager signs-off	
28			Review and sign-off from the executive sponsor, business stakeholder, and project manager are required on all major project deliverables	
29	7.09	Has the Work Breakdown Structure (WBS) been defined to the work package level for all project activities?	0% to 40% -- None or few have been defined to the work package level	0% to 40% -- None or few have been defined to the work package level
30			41 to 80% -- Some have been defined to the work package level	
31			81% to 100% -- All or nearly all have been defined to the work package level	
32	7.10	Has a documented project schedule been approved for the entire project lifecycle?	Yes	Yes
33			No	
34	7.11	Does the project schedule specify all project tasks, go/no-go decision points (checkpoints),	Yes	No

	B	C	D	E
1	Agency: State Courts System		Project: Comprehensive Court Interpreting Resources	
3	Section 7 -- Project Management Area			
4	#	Criteria	Values	Answer
35		critical milestones, and resources?	No	No
36	7.12	Are formal project status reporting processes documented and in place to manage and control this project?	No or informal processes are used for status reporting	Project team and executive steering committee use formal status reporting processes
37			Project team uses formal processes	
38			Project team and executive steering committee use formal status reporting processes	
39	7.13	Are all necessary planning and reporting templates, e.g., work plans, status reports, issues and risk management, available?	No templates are available	All planning and reporting templates are available
40			Some templates are available	
41			All planning and reporting templates are available	
42	7.14	Has a documented Risk Management Plan been approved for this project?	Yes	No
43			No	
44	7.15	Have all known project risks and corresponding mitigation strategies been identified?	None or few have been defined and documented	Some have been defined and documented
45			Some have been defined and documented	
46			All known risks and mitigation strategies have been defined	
47	7.16	Are standard change request, review and approval processes documented and in place for this project?	Yes	Yes
48			No	
49	7.17	Are issue reporting and management processes documented and in place for this project?	Yes	Yes
50			No	

	B	C	D	E
1	Agency: State Courts System		Project: Comprehensive Court Interpreting Resources	
2				
3	Section 8 -- Project Complexity Area			
4	#	Criteria	Values	Answer
5	8.01	How complex is the proposed solution compared to the current agency systems?	Unknown at this time	Similar complexity
6			More complex	
7			Similar complexity	
8			Less complex	
9	8.02	Are the business users or end users dispersed across multiple cities, counties, districts, or regions?	Single location	More than 3 sites
10			3 sites or fewer	
11			More than 3 sites	
12	8.03	Are the project team members dispersed across multiple cities, counties, districts, or regions?	Single location	Single location
13			3 sites or fewer	
14			More than 3 sites	
15	8.04	How many external contracting or consulting organizations will this project require?	No external organizations	1 to 3 external organizations
16			1 to 3 external organizations	
17			More than 3 external organizations	
18	8.05	What is the expected project team size?	Greater than 15	Less than 5
19			9 to 15	
20			5 to 8	
21			Less than 5	
22	8.06	How many external entities (e.g., other agencies, community service providers, or local government entities) will be impacted by this project or system?	More than 4	None
23			2 to 4	
24			1	
25			None	
26	8.07	What is the impact of the project on state operations?	Business process change in single division or bureau	Agency-wide business process change
27			Agency-wide business process change	
28			Statewide or multiple agency business process change	
29	8.08	Has the agency successfully completed a similarly-sized project when acting as Systems Integrator?	Yes	Yes
30			No	
31	8.09	What type of project is this?	Infrastructure upgrade	Combination of the above
32			Implementation requiring software development or purchasing commercial off the shelf (COTS) software	
33			Business Process Reengineering	
34			Combination of the above	
35	8.10	Has the project manager successfully managed similar projects to completion?	No recent experience	Similar size and complexity
36			Lesser size and complexity	
37			Similar size and complexity	
38			Greater size and complexity	
39	8.11	Does the agency management have experience governing projects of equal or similar size and complexity to successful completion?	No recent experience	Similar size and complexity
40			Lesser size and complexity	
41			Similar size and complexity	
42			Greater size and complexity	

Appendix E – Project Cost Estimates FY
2017-18 and FY 2018-19

FY 2018-19 Legislative Budget Request
Technology to Support Remote Court Interpreting

		FY 2018-19 Legislative Budget Request		
Technology to Support Remote Interpreting		General Revenue Recurring	General Revenue Non-Recurring	Total
Remote Court Interpreting and Bandwidth				
1	<i>Remote Interpreting Implementation¹</i>	\$0	\$2,841,610	\$2,841,610
2	<i>Support Services - Refresh/Maintenance for Remote Interpreting Equipment¹</i>	\$84,428	\$0	\$84,428
3	<i>Support Services - Statewide Call Manager for Remote Interpreting²</i>	\$171,371	\$0	\$171,371
4	<i>Bandwidth</i>	\$1,471,366	\$0	\$1,471,366
TOTAL		\$1,727,165	\$2,841,610	\$4,568,775

Appendix F – Court Interpreting
Technology Workgroup Report and
Recommendations

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Introduction

As Florida continues to experience significant growth in its non-English speaking population, this trend is also reflected in the court system. It is projected that there will be a 16% statewide increase in the non-English speaking population of Florida from FY 2008-09 to FY 2010-11. Further, not only has the linguistic minority population increased, but the diversity of languages has risen, causing a greater demand for interpreters that are able to speak and translate these languages. The pool of available foreign language interpreters is far lower in languages other than Spanish and Haitian Creole. As a result of this limited supply and increasing demand, interpreting costs are mounting for the trial courts.

It is of critical importance that the State Courts System strives to provide the most reliable and cost efficient level of court interpreting services available. Adequate and equitable funding for this element has been compromised by budget reductions in FY 2007-08 and FY 2008-09. In an effort to increase efficiency and effectiveness in the provision of interpreting services, some circuits have opted to utilize remote interpreting systems.

Background

The Court Interpreting Technology Workgroup (formerly known as Court Reporting Technology Workgroup) was charged by the Trial Court Budget Commission in early 2010 to develop technical and budgetary recommendations in consideration of the future expansion of remote interpreting technology statewide.

Between April 2010 and July 2010, a sub-workgroup consisting of three members, Matt Benefiel, Trial Court Administrator, 9th Judicial Circuit; Gary Hagan, Court Technology Officer, 14th Judicial Circuit; Sunny Nemade, Court Technology Officer, 17th Judicial Circuit met via conference calls to develop recommendations which were then submitted to the Court Interpreting Technology Workgroup. Upon approval by the full Workgroup, the recommendations will be outreached to the trial courts for review and comment.

Utilization of Interpreting Technology

The use of technology for interpreting services has become more widespread as the demand for more effective and efficient interpreting services continues to increase. Throughout most of the 20th century, interpreting services have been primarily conducted in consecutive manner either face to face, or with the use telephones and/or speaker telephones. In recent years, technological advancements have made it possible to provide interpretations with the use of sophisticated digital audio/video communications systems. The following is a general description of the interpretation methods used today.

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On-Site Interpreting – Referred to as ‘in-person’ or ‘face to face’ interpreting, interpretations are delivered by an interpreter who is physically present in the same location as all of the parties who wish to speak to one another. Interpretation may be delivered in both consecutive and simultaneous modes (i.e., in consecutive mode the interpreter waits for the source speaker to complete a sentence and then interprets; in simultaneous mode interpretations are rendered as the source speaker continuously speaks).

Telephonic Interpreting - Referred to as “over-the-phone interpreting”, interpretations are delivered via telephone. Using a speaker telephone or phone with teleconference capabilities, individuals may call an interpreter when no interpreter is available on-site. Several agencies and vendors provide telephonic interpreting services (e.g. Language Line). Interpretation is typically delivered in consecutive mode.

Integrated Audio/Video Interpreting – Utilizes an integrated network system consisting of audio mixers, telephone lines, headsets, and in most cases, cameras to enable interpreters to provide on-demand interpretation services to multiple venues from a remote location. Depending on the technical set up, interpreters may view multiple settings from any location (e.g., office, home) and communicate directly with participants. Remote interpretation is delivered in simultaneous mode.

The major advantages and disadvantages of each interpreting modality are provided in the table below.

Technology Model	Advantages	Disadvantages
On-Site Interpreting	Qualifications of interpreter may be assessed.	Locating interpreters may be difficult if the language need is exotic; interpreter may not be readily available when interpretation is needed; travel is often required.
Telephonic Interpreting	Quick access to an interpreter; better access to interpreters of exotic languages; travel not required.	Qualifications of interpreter may not be known (if provided by outside vendor); no opportunity for confidential client-attorney conversations; limited to consecutive mode interpretation; background noise and lack of visual cues compromise the accuracy of the interpretation; lack of quality assurance.
Integrated Audio/Video Interpreting	Travel not required; quick access to an interpreter; single interpreter can provide service to multiple locations; reduces reliance on contractual interpreters.	Technical issues can arise; VPN web access is less secure; insufficient network bandwidth could be an issue; may not be appropriate for all proceedings.

Recommendations

With regard to the current usage of integrated audio/video technology within the Florida trial court system, in May 2010, the Workgroup directed the Office of the State Courts Administrator (OSCA) to conduct a Florida trial court survey to obtain information regarding the levels in which circuits had implemented or contemplated the implementation of integrated interpreting audio/video systems. A brief summary of the survey responses are provided below (actual detail of these responses may be found in Appendix A):

- 3 judicial circuits **currently utilize** integrated audio/video interpreting technology;
- 1 judicial circuit has **initiated a test pilot** for an audio-only portable interpreting system;
- 5 judicial circuits **have plans to implement** an integrated audio/video interpreting system;
- 9 circuits are **open to the idea** of implementing an integrated audio/video system; and
- 2 judicial circuits **have no plans** to purchase an integrated audio/video interpreting system.

While it appears the majority of circuits are currently exploring opportunities to implement integrated remote interpreting and only a small percentage of the judicial circuits currently utilize integrated remote technology, the Workgroup determined budgetary *guidelines* should be developed (as opposed to *mandated standards*) to provide guidance and allow for circuit flexibility in purchasing certain components in consideration of varying local and demographic factors.

With regard to developing technical standards, the Workgroup discussed how the technology market for integrated remote interpreting systems has not yet been fully established. Characteristically, the market is in the introduction and growth stages (i.e., awareness is rising; demands are increasing; products are being tested; and new players are entering the market thereby increasing competition). Due to these factors and in an effort not to disrupt innovation, the Workgroup members determined that the development of technical standards and an ITN (Invitation to Negotiate) process would be premature at this time. In the event in which the technology market becomes more competitive and demand reaches a more substantial level, the future development of technical standards and an ITN may become necessary.

It should be noted that earlier this year, a Court Interpreting Workgroup was created by the Trial Court Performance and Accountability Commission (TCP&A) to develop recommendations on standards of operation and best practices for the court interpreting element. In June 2010 the Workgroup issued a preliminary draft report which recommended that circuits move towards integrating audio/video remote interpreting technology as part of their overall service delivery model. Further, the workgroup recommended (as a best practice) that circuits integrate a video component as part of their remote interpreting system. During the upcoming months, if these recommendations are approved by the

Supreme Court, the expansion of remote interpreting may be further discussed as a statewide initiative for all circuits during upcoming years. As a result, the need for technical standards and state vendor contracts may become more significant in the near future. Similar in previous years (with the implementation of digital court reporting technology), the future integration of court interpreting technology is to be carried out directly by each judicial circuit. The role of the Supreme Court is to provide high level oversight over the process through appointed commissions and committees. The OSCA would assist to provide state level administrative direction and support as needed.

I. Cost Models for Integrated Audio/Video Interpreting Systems

As previously mentioned, due to the significant number of circuits interested in purchasing remote interpreting technology, the Workgroup determined it would be beneficial to provide some guided options in which these circuits may refer to as they explore future opportunities.

In determining target preliminary cost guidelines on remote interpreting technology, the following recommendations were based on current market rates. Current vendor pricing models, features and functionalities will vary as the circuits work to determine technological service requirements for integrated audio/video interpreting systems. Therefore, actual costs per circuit may vary due to existing infrastructure already installed as part of an original courthouse construction, integrated digital court reporting system, or localized network. Furthermore, actual prices are subject to change based on increased vendor competition and future negotiations of state contracts.

Similar to digital court reporting technology, funding for integrated audio/video interpreting systems must be available at both county and state levels due to the separation of responsibilities as specified in s. 29.008. As such, the following expansion cost models provide component guidelines and ceiling costs in consideration of both state and county obligations for integrated audio/video interpretation systems.

Recommendation 1 – Guideline Costs – The following estimated cost guidelines for courtrooms/hearing rooms and interpreter offices are recommended for the projection of future costs and for the evaluation of circuit funding requests.

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Courtroom/Hearing Room (all sizes/types) – Full Integrated Audio/Video Interpretation System

(Table below reflects complete set up for an empty room. Rooms with an existing digital court recording and/or sound reinforcement system may not require all of these components)

State Costs		
Video Camera	1 camera dome IP based w/Flush Mount	\$783
Media Control	Matrix audio mixer with telephone hybrid	\$5,500
Headsets	3 headsets: defendant, witness, attorney	\$717
Audio Codec	1 IP Audio Codec	\$3,000
Subtotal		\$10,000
County Costs		
Amplifier	1 Amplifier	\$5,505
Microphones	12 Microphones	\$3,000
Speakers	10 Speakers	\$990
Wiring	Cables, telephone lines, connectors, UPS power	\$2,000
Infrastructure	Racks for courtroom sound systems, telephone interface equipment	\$500
Installation and Configuration	Contract Dollars	\$1,000
Subtotal		\$12,995
Total Cost		\$22,995

Note: Total cost of audio codec is \$3,000. One audio codec may be shared up to 4 courtrooms. Cost for speakers is based on average 8-12 speaker configuration per room at \$99 per unit.

Courtroom/Hearing Room (all sizes/types) – Video Conferencing Interpretation System

County Costs		
Video Codec	w/3 year warranty	\$7,500
Total Cost		\$7,500

Note: Total cost does not include option for standalone \$1,500 for 42" Plasma TV and Cart.

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Courtroom/Hearing Room (all sizes/types) – Audio Only Remote Interpretation Portable Cart

State Costs		
Media Control	Audio Mixer touch tone (DTMF) capable	included
Headsets	2 headsets: 1 single-muff; 1 double-muff	included
Infrastructure	Rolling cart	included
Amplifier	1 Amplifier (65 Watt, ultra-low signal-to-noise ratio)	included
Microphones	4 Wireless: 2 tabletop, 2 clip-on	included
Speakers	2 Speakers (150 Watt high fidelity)	included
Control System	10" touch screen; 4 VU meters	included
Total Cost		\$19,067

Note: \$19,067 reflects cost at base. Government and volume discounts are available through vendor. County costs associated with the necessary integrated network configuration are not included in the table.

Interpreter Office – Add-On to Previously Installed Standard Workstation

State Costs		
Monitor	Add-on to existing interpreter workstation	\$250
Control System	Master controller	\$1,000
Headsets	1 interpreter headset dual sided with mic	\$283
Subtotal		\$1,533
County Costs		
Wiring	Cables, telephone lines, connectors, UPS power	\$200
Subtotal		\$200
Total Cost		\$1,733

Note: Each Interpreter workstation is configured based on a 4 courtroom/hearing room set up.

Interpreter Centralized Control Room – Remote Interpreter Workstation per Interpreter

State Costs		
Workstation	Interpreting Workstation w/Dual 20" LCD Monitors	\$1,500
Audio Codec	IP audio codec	\$3,000
Headsets	1 interpreter headset dual sided with mic	\$283
Subtotal		\$4,783
County Costs		
Wiring	Cables, telephone lines, connectors, UPS power	\$200
Subtotal		\$200
Total Cost		\$4,983

Note: Each Interpreter workstation is configured based on a 4 courtroom/hearing room set up.

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II. Maintenance

Circuits currently utilizing remote interpreting systems have never been allocated state funds to support the on-going maintenance of their interpreting systems. Further, it is understood that with the future implementation of remote interpreting systems, the approach chosen by the circuits to maintain these systems will vary across the state depending on the chosen vendor's maintenance model and availability of funding resources (at state and local levels).

The approved recommendations for *court reporting* technology provide for a simple 13% funding formula to be applied to initial hardware and software costs (excluding installation/training costs). Until such time that remote interpreting historical expenditures can be reviewed and expectations of vendor maintenance agreements can be more clearly defined, the Workgroup recommends the same 13% maintenance formula be applied for state purchased remote interpreting technology.

Recommendation 2 – Maintenance – A simple 13% funding formula applied to initial hardware and software costs (excluding installation/training costs) is recommended to assess the required budgetary amount needed to support the maintenance of integrated audio/video remote interpreting technology hardware and software.

III. Life Cycle Management

In consideration of the existing 2008 TCBC approved court reporting hardware replacement schedule and upon reviewing input from the May 2010 trial court interpreting survey, the Workgroup has allocated the following recommended refresh schedules for court interpreting hardware replacement. This table contains both state and county obligations that relate to the overall functionality of an audio/video interpreting system. County funded requirements are specified in Florida Statute 29.008.

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Recommendation 3 - Hardware Replacement Schedule Guidelines – A hardware replacement schedule is recommended for the projection of future costs and for the evaluation of circuit funding requests (below).

Hardware Replacement Schedule	
ITEM	SCHEDULE
Digital A/V	
Digital matrix mixers	6 years
Cameras	5 years
Encoders	6 years
Video Conferencing Unit	10 years
Audio Codec	6 years
Television and Cart	10 years
Analog A/V	
Microphone	5 years
Amplifier	7 years
Control Box	7 years
Speakers (sound system)	10 years
Cameras	5 years
Workstations	
Standalone workstation or laptop	3 years
Computer monitors	5 years
Other Computer Hardware	
UPS (uninterruptable power supply)	3 years
Headsets	2 years

IV. Asset Inventory

Upon the purchase of state obligated integrated audio/video interpretation system components, circuits shall submit an annual asset inventory to OSCA for compilation and analysis. Due to the similarity and cross-over functionalities of some of the components, this inventory should be completed in conjunction with the court reporting technology inventory (recently renamed Due Process Technology Inventory).

Recommendation 4 – Data Collection and Analysis – For purposes of managing court interpreting hardware and software resources, circuits shall maintain and annually submit an asset inventory to the OSCA following the guidance from the OSCA on appropriate format, content, and reporting frequency.

V. Future Considerations

In the future, as more circuits expand this technology, it may be possible to create centralized calling centers that could be shared by circuits across the State of Florida further increasing the effectiveness and efficiency of integrated audio/video interpretation systems. Centralized calling centers would provide circuits a reliable resource in which they could “fall-back” on when experiencing difficulties in obtaining local certified language interpreters. Also, the TCP&A Court Interpreting Workgroup has recommended for circuits to explore the possibility of expanding the use of remote interpreting technology in order to promote intra-state interaction and the sharing of interpreter resources¹. To institute such an unprecedented technological change though, several operational and administrative issues would need to be clarified. Nevertheless, from a systemic standpoint, the substantial outcomes and cost savings may warrant further examination in the near future.

Recommendation 5 – Centralized Calling Centers – As the need for due process technology grows the trial courts should explore the future possibility of sharing interpreting resources across circuit boundaries through the implementation of an intra-state integrated remote interpreting technological model.

¹As reported in the May 2010 trial court survey, with the assistance of the 9th Judicial Circuit, the 2nd Circuit is initiating a pilot program in which to share interpreter resources across circuit boundaries using audio only remote interpreting technology. Specifically, the pilot includes providing interpreting services to the 2nd Judicial Circuit using interpreter resources from the 9th Judicial Circuit via analog telephone line.

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Appendix A

Trial Court Circuit Survey on Integrated Audio/Video Interpreting May 2010 Survey Responses

Survey Question #1: Please indicate if your circuit has an integrated interpretation system. For circuits that do not have an existing integrated interpretation system, please advise as to whether your circuit has considered the future implementation of this type of system, and if possible, provide a brief description of the type of integrated system your circuit would most likely need and the technical and budgetary plan for implementing the system.

Cir	Response
1	We have not considered using an integrated system but are not opposed to it. I do not feel I know enough about the system to discuss type of system or cost.
2	The 2 nd Judicial Circuit does not have a remote interpreting system. However, during the upcoming months and with the support of the 9 th Circuit, the 2 nd Circuit plans to initiate a single county courtroom pilot project in which to properly test remote interpreting. This pilot will include temporarily utilizing 9 th circuit interpreter resources to provide remote interpreting services to the 2 nd Circuit via telephone analog (audio only). The remote interpreting services will be provided through a portable cart-type remote interpreting system (borrowed from the vendor) for proceedings held in a Gadsden county courtroom.
3	We have discussed the possibility of remote interpreting but have never gone to the extent of determining what our needs would be or getting price quotes. This could be very beneficial for a circuit like ours though, as we cover 7 counties that are spread over 5,000 square miles. We could respond more timely and be more cost effective this way if we had the technology available.
4	The 4 th Circuit does not have an integrated audio/video interpretation system. However, the 4 th circuit utilizes video conferencing equipment on a limited basis to deliver remote interpreting services. Recently, the 4 th explored opportunities to buy an integrated audio/video interpretation system, however, were unsuccessful in selecting the right vendor/model.
5	The Fifth Circuit does not have an integrated interpretation system. We do not currently have plans to implement one.
6	The Sixth Circuit does not have an existing integrated interpretation system at the present time. While some of the hardware and communication lines are in place we do not have interpreters on staff and are using contract interpreters. State funds for staff and additional hardware has not been available.
7	We would like to implement an integrated system in the future that would allow us to utilize our in-house interpreters remotely to any courtroom in the Circuit. We have 4 counties that are not connected via a circuit wide network so we need a system capable of remote access without LAN capabilities. This would also serve for private companies doing interpretations for us.
8	No, the 8 th Circuit does not have an integrated remote interpreting system. We are interested in buying one, however, we haven't been able to determine the correct specifications needed for our circuit.
9	Yes, system is in place and operational since October 2007.

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10 Our circuit does not use an integrated interpretation system; the primary reason for this is the ability, thus far, to use staff and contract interpreters to cover the needs of the court. This is not to say that we would not consider an integrated system; we are putting the infrastructure to support this functionality in the future. We use video conferencing for remote interpreting on a limited basis, but do not consider this an integrated interpretation system; the main impediment of using such a system would be the necessary culture change of our judges who have become accustomed to having a live interpreter at each proceeding. In addition, the elected Public Defender has voiced his opposition to any interpreter system that does not contain the existence of a live interpreter in the courtroom or hearing room.

11 We do not have an integrated system at present. We are open to change in the future pending funding.

12 No plans at this time.

13 **Yes.** The 13th circuit has considered and discussed in the past, the implementation of an integrated interpreting system. **Technical Description:** The proposed centralized remote interpreter solution allows on-demand service of court interpretation to be performed either at a central location within the courthouse or offsite. The solution utilizes our existing integrated network system consisting of Cisco switches and Media Matrix audio system and components. The additional equipment required to specifically support court interpreting include headsets, IP cameras, and control system along with a phone hybrid. The phone hybrid gives the interpreter a separate call for each division. Logging into the network either locally or via VPN will provide access to the controls and video for each division. The controls allow the interpreter to speak privately with the defendant and the defendant’s attorney or speak where the entire courtroom can hear. The IP cameras will provide two camera angles in the courtroom to view the defendant as well as the Judge. With this configuration, the interpreter can be anywhere there is Internet Access and a phone line to perform the required services. **Budgetary Plan:** If sufficient expense and capital funding is made available to the circuits for implementation of an integrated interpreting system, the 13th circuit would implement its system incrementally in phases across certain divisions of the court. For example, the 13th circuit would begin the incremental implementation, as follows: Phase I – first appearance, child support enforcement hearings (jail cases) domestic violence and misdemeanor; Phase II - juvenile (delinquency & dependency) divisions, dependency general magistrates and drug court; Phase III – felony. **Note: the following** is the 13th circuit’s projected costs for implementing an integrated interpreter system incrementally by divisions of the court.



Court Interpreter Integrated Solution – 13th Circuit Bill of Materials, May 24, 2010

QTY	MFR	MODEL	DESCRIPTION	UNIT	TOTAL
Misdemeanor (Annex & Plant City)					
IDF Equipment					

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1	Media Matrix	NION N6	Networkable DSP Processor	\$ 8,200.00	\$ 8,200.00
2	Media Matrix	CAB-8i	8 Channel Input Cab	\$ 1,600.00	\$ 3,200.00
2	Media Matrix	CAB-160	16 Channel Output Cab	\$ 1,600.00	\$ 3,200.00
4	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 2,800.00
4	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 2,000.00
Courtroom Equipment (CR17,18,19,20,21,9,10,53 & P3)					
18	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 14,092.92
18	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 2,120.76
36	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 7,212.24
Misdemeanor Total				\$	42,825.92
Domestic Violence (Edgecomb & Plant City)					
IDF Equipment					
2	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 1,400.00
2	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 1,000.00
Courtroom Equipment (CR300,302,303 & P1)					
8	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 6,263.52
8	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 942.56
16	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 3,205.44
Domestic Violence Total				\$	12,811.52
Juvenile Delinquency (Annex)					
IDF Equipment					
1	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 700.00
1	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 500.00
Courtroom Equipment (CR26,27,28 & 29a)					
8	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 6,263.52
8	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 942.56
16	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 3,205.44
Juvenile Delinquency Total				\$	11,611.52
Dependency (Edgecomb)					
IDF Equipment					
1	Media Matrix	NION N6	Networkable DSP Processor	\$ 8,200.00	\$ 8,200.00
1	Media Matrix	CAB-8i	8 Channel Input Cab	\$ 1,600.00	\$ 1,600.00
1	Media Matrix	CAB-160	16 Channel Output Cab	\$ 1,600.00	\$ 1,600.00

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2	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 1,400.00
2	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 1,000.00
Courtroom Equipment (CR307,308,309,310 & 403)					
10	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 7,829.40
10	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 1,178.20
20	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 4,006.80
Dependency Total					\$ 26,814.40
Child Support (Edgecomb)					
IDF Equipment					
1	Media Matrix	NION N6	Networkable DSP Processor	\$ 8,200.00	\$ 8,200.00
1	Media Matrix	CAB-8i	8 Channel Input Cab	\$ 1,600.00	\$ 1,600.00
1	Media Matrix	CAB-16O	16 Channel Output Cab	\$ 1,600.00	\$ 1,600.00
1	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 700.00
1	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 500.00
Courtroom Equipment (HR490)					
2	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 1,565.88
2	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 235.64
4	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 801.36
Child Support Total					\$ 15,202.88
General Magistrates (Edgecomb)					
IDF Equipment					
2	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 1,400.00
2	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 1,000.00
Courtroom Equipment (HR409,418,480a,480b & HR414)					
10	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 7,829.40
10	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 1,178.20
20	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 4,006.80
General Magistrates Total					\$ 15,414.40
Drug Court & Post Conviction Relief (Annex)					
IDF Equipment					
2	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 1,400.00
2	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 1,000.00

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Courtroom Equipment (CR8 & 23)					
4	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 3,131.76
4	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 471.28
8	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 1,602.72
Drug Court & Post Conviction Total					\$ 7,605.76
Felony (Annex)					
IDF Equipment					
2	Media Matrix	NION N6	Networkable DSP Processor	\$ 8,200.00	\$ 16,400.00
3	Media Matrix	CAB-8i	8 Channel Input Cab	\$ 1,600.00	\$ 4,800.00
3	Media Matrix	CAB-16O	16 Channel Output Cab	\$ 1,600.00	\$ 4,800.00
5	Media Matrix	Telephone Hybrid	High quality Telephone audio interface.	\$ 700.00	\$ 3,500.00
5	ipConfigure	ESM 5.0	Enterprise IP-Video Surveillance Software	\$ 500.00	\$ 2,500.00
Courtroom Equipment (CR11,12,13,16b,25,61 & 614)					
14	Sony	SNC-DF40	IP Dome Camera	\$ 782.94	\$ 10,961.16
14	Sony	YTICB40	Flush Mount Kit	\$ 117.82	\$ 1,649.48
28	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Defendant, Judge, Att and Att)	\$ 200.34	\$ 5,609.52
Felony Total					\$ 50,220.16
Remote Interpreters					
Station 1					
11	Telex	HR-2R	Dual Sided w/ Flex Boom Mic (Interpeteter)	\$ 200.34	\$ 2,203.74
11	Link	Phone Hybrid	Telephone Audio Interface	\$ 240.00	\$ 2,640.00
11	Media Matrix	Xcontrol 4S	4 button preselection panel	\$ 175.00	\$ 1,925.00
22	NEC	20" LCD	20" LCD Monitor	\$ 240.00	\$ 5,280.00
11	HP	CPU	Control CPU	\$ 1,000.00	\$ 11,000.00
Remote Total					\$ 23,048.74
Misdemeanor Total					\$ 42,825.92
Domestic Violence Total					\$ 12,811.52
Juvenile Delinquency Total					\$ 11,611.52
Dependency Total					\$ 26,814.40
Child Support Total					\$ 15,202.88
General Magistrates Total					\$ 15,414.40
Drug Court & Post Conviction Total					\$ 7,605.76
Felony Total					\$ 50,220.16
Remote Total					\$ 23,048.74
Project Total					\$205,555.30

TRIAL COURT BUDGET COMMISSION

Court Interpreting Technology Workgroup

Report and Recommendations, June 30, 2010

14	N/A
15	<p>The 15th Circuit recognizes the efficiencies realized through remote court interpreting and is in the final stages of a pilot project, which will be followed by an expansion project into all the Circuit's remote courthouses. The 15th's implementation is closely modeled on the 9th's system. However, Palm Beach County is building the system for the Court in lieu of purchasing a turnkey system. In Palm Beach, courtroom audio and telephonic support is provided by County staff, who, in coordination with Court Technology, is implementing this project. The process is as follows: a TH 4 unit merges the analog phone line into the courtroom audio system. A remote interpreter uses a modified Extron GUI to control who can whether the audio can be heard over the PA system in the courtroom, or only to wireless headsets worn by the defendant and defendant's counsel. The interpreter can view the remote proceeding via an IP camera. This project is the Court's top priority initiative and has been fully funded by the Board of County Commissioners for implementation in 6 rooms during the current County fiscal year. As County staff is doing much of the work in-house, the only budgeted expenditures for the project are for hardware, which totals approximately \$3500 per courtroom. Components include :</p> <ul style="list-style-type: none"> • IP cameras • Th4 unit merges analog phone into courtroom audio • RCI • Plantronics wireless headset • Extron GUI <p>Clear standards and best practices similar to those developed for digital court recording are very helpful in securing County funding to further initiatives.</p>
16	The 16 th Circuit does not have an existing integrated interpretation system. We would like to move in this direction but have not researched a system as of yet.
17	Yes, currently 17 th Circuit has Simultaneous Interpreting system.
18	We have experimented with two vendors for remote foreign and sign language interpretation. We hope to implement an integrated system, as defined above, during 2010. We hope to put one portable system in each courthouse (6) and jail courtroom (3). The total cost would be \$27,000.
19	The 19 th Judicial Circuit Court has discussed the concept of remote Interpretation. New courtroom construction will include networked mixers, amplifiers, headsets, and telephonic equipment as required to implement this solution. DCR equipment in existing courtrooms will be upgraded to networkable components when end-of-life is reached and replacement is approved per State of Florida guidelines. State funding will be requested to replace these existing State of Florida assets.
20	20th Circuit would install an integrated interpreter system in all due-process related courtrooms, building upon successful CourtSmart system the net cost would be budgeted at \$783,225.00.

TRIAL COURT BUDGET COMMISSION

Court Interpreting Technology Workgroup

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Survey Question #2: For those circuits that currently have an integrated interpretation system, please provide an overall description of the type of integrated setup your circuit employs and explain why you chose that setup; explain any challenges associated with your circuit's integrated system including describing any issues experience with implementing the system as part of an existing local or centralized digital court reporting system; explain the types of rooms your circuit has installed integrated interpretation systems (i.e., small/midsize courtrooms, networked hearing rooms) including any experience with the install into large/ceremonial courtrooms; indicate overall how well has the system performed, if you feel that it has been reliable in delivering interpreting services; indicate benefits and limitations you have observed; and indicate any technical or budgetary issues you would like the workgroup to consider as part of their recommendations.

Cir	Response						
9	<p>The 9th Circuit used and expanded the technology already in place for centralized interpreting. Network mixers and video are controlled from interpreter work stations. Click for more detail Challenges have included scheduling and quality of the analog lines. Remote interpreting systems are installed in small/mid-size/large courtrooms, including Jail and Juvenile courtrooms. Our circuit is very satisfied with performance and reliability of the system. Judges' support has been critical. It would be helpful if the Workgroup could provide guidelines on the use of remote carts for outlying courthouses and also, consider some technical solutions for video network improvements.</p>						
	Technical Components			Cost and Life Expectancy			
	Qty	Description	Location	Unit Cost	County or State?	Annual Recurring Maintenance Cost	Life Expectancy (in years)
	20	PA/Translation Sytems	Courtroom	\$9,000	Both	\$0	10
	20	PA Frame with CobraNet	Courtroom	Included	Both	\$0	10
	80	Canceller Card	Courtroom	Included	Both	\$0	10
	40	2-channel Power Amplifier Card	Courtroom	Included	Both	\$0	10
	40	2-channel Mic/Line Input Card	Courtroom	Included	Both	\$0	10
	80	2-channel Mic/Line Output Card	Courtroom	Included	Both	\$0	10
	20	Logic Box	Courtroom	Included	Both	\$0	10
	20	2 Input/Output Extender Box	Central AV Rack	Included	Both	\$0	10
	6	Headsets - Sennheiser HMD25-1	Interpreters	\$65	Both	\$0	10
	60	Headsets - Sennheiser HMD280	Courtroom	\$65	Both	\$0	10

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14	<p>We use videoconferencing and telephones. Since the 14th Circuit is spread out geographically over six counties, we can use an interpreter in one county to perform interpreting duties in another county without the time and expense of travel. We use both video and phone interpreting regularly. The system is available in all of the courtrooms throughout the 14th Circuit and in some hearing rooms. The system has performed very well and is very reliable. It is used almost daily for interpreting. The only limitations is when the equipment goes down (such as the video), but even then we have the telephone system as backup.</p>
17	<p>Currently the 17th Circuit has a simultaneous interpreting system for three remote court houses (10 Court rooms). We are planning to expand in North Wing of the Courthouse. We are also planning a new Courthouse building to be completed in 2014. This Project consists of a new civil and family courthouse with 45 full size courtrooms, 12 smaller courtrooms, and 18 hearing rooms. County is currently working on RFI for the new courthouse building. For North wing, we have identified the requirements and budget as follows: Centralized Shared Resources for teleconferencing and video conferencing for criminal courts. This project would provide for the ability to use a shared resource to provide telephonic and video conferencing to any courtroom in the north wing criminal divisions. Via the utilization of the Cobranet feature of the Biamp Frame audio could be routed to any courtroom from centrally located video conferencing units and a Biamp frame equipped with TI-2 cards.</p> <ul style="list-style-type: none">i. Frame configured as (Cost 6 @\$5,500 =\$33,000):<ul style="list-style-type: none">1. 1 – AudiaFlex CM Frame2. 4 - TI-2 Telephone Interface Cards3. 4 – IP-2 Mic Line Input Cards4. 4 – OP-2 Mic Line Output Cardsii. 6 Cisco Network Switches (Cost:\$14,000)iii. Cabling (Cost:\$30,000)iv. Carts (Cost \$8,000) <p>Grand Total: \$85,000</p> <p>The current 17th Circuit simultaneous Interpreting system located in three remote court houses (10 courtrooms) is based on the 9th Circuit Model. The difference between 9th Circuit and 17th Circuit is that normally it's required that one codec at remote site & one codec at central site but Broward County has further configured the tieline codec to handle 4 courtrooms with two tieline devices instead of traditionally required 5 codec. This is unique setup in the United States, resulting in substantial savings. The desktop tieline codec are installed at the Interpreters end of the link and the rack mount tieline codec is installed in the remote courtroom and linked to the audio PA system. The interpreter can then dials into the court over available network and provide live simultaneous interpreting. Software allows them to switch between courtrooms. Existing video feed is linked for Interpreters to view courtroom. Problem with handling of headphones. There is no one available to do this function from Court. We need to rely on bailiff. Since this is not part of their job, they can refuse. Alternatively we are providing disposable head covers. Currently we are providing headphone wipes.</p> <p>Midsized Courtrooms. This system works with existing PA sound system, and will work for any size courtroom. Some of the Courtrooms that we have are Large, old Each courtroom needs to be configured according to environment and available sound system. So far system has performed very well and very reliable. Remote simultaneous</p>

TRIAL COURT BUDGET COMMISSION

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interpretation provides significant efficiency benefits to the interpreting department of the 17th Judicial Court in Florida. Some of these benefits are:

- The court docket is kept on schedule;
- Interpreters can provide simultaneous remote interpretation - because it is simultaneous, a case moves faster.
- Travel time is minimized so more cases can be handled with the same number of interpreters;
- Last minute requests for interpretation can be handled quickly;
- Interpretation services can be shared throughout the Florida court system (agreements can be made between circuits to share resources if needed);
- Third party interpreting services can be integrated if additional capacity is required; and
- Codec's are simple to use and preconfigured for interpreters

This technology product allow a court system to pool interpreting resources and do simultaneous interpretation from a central location over IP or standard phone line with near CD quality audio. We need to be clear where the funding is coming from. [When Courtroom Sound system is dedicated for Courtroom then as per article V it is county's responsibility. If we connect these systems to Network, then it becomes Courts Technology responsibility. Since its Due process it is State funding]

Technical Components			Cost and Life Expectancy			
Qty	Description	Location	Unit Cost	County or State?	Annual Recurring Maintenance Cost	Life Expectancy (in years)
3	Tieline Commander 3G	North Regional Courthouse South Regional Courthouse West Regional Courthouse	\$3,361	State	TBE	5
3	Headset Sennheiser HMD280	3 Regional Courthouse	\$240	State	TBE	5
3	PC – Dell	2807 - Central Courthouse	\$1,000	State	TBE	3
3	Tieline Commander 3G	2807 - Central Courthouse	\$3,361	State	TBE	5
3	Headset Sennheiser HMD25-1	2807 - Central Courthouse	\$240			

Appendix G – Integration and Interoperability Document



Supreme Court of Florida Office of the State Courts Administrator

Integration and Interoperability Document

Version 2.4

19 April 2016



Revision History

Date	Version	Changed By	Notes
08/27/2002	1.0	M. Ervin	First edition of the Interoperability & Integration Requirements Document
09/12/2002	1.1	M. Ervin	Incorporated comments from OSCA review
10/02/2002	1.2	M. Ervin	Incorporated comments from CTOs' review
10/09/2002	1.3	M. Ervin, OSCA	Additional refinement of document for release
10/28/2004	1.4	CTO Workgroup	Annual Review and Update
11/05/2004	1.5	OSCA	Final Draft
11/15/2004	1.6	Gary Hagan	Update Wire Section
11/16/2004	1.7	OSCA	Update XML Specifications
07/10/2007	1.8	I&I Workgroup	
03/19/2008	1.9	Jannet Lewis	Updated Network Diagrams MFN Network
4/29/2011	2.0	Technical Standards Committee	Updated entire document
05/05/2011	2.1	Lakisha Hall	Updated Desktop Standards section as a result of the FCTC May 4, 2011 meeting
10/15/2013	2.2	Technical Standards Subcommittee	Updated entire document
05/09/2014	2.3	Technical Standards Subcommittee	Added new section 3.3.1.2 Data Transmission
04/19/2016	2.4	Technical Standards Subcommittee	Updated entire document

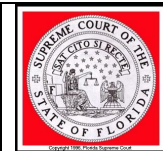
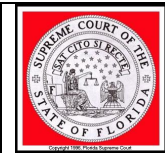


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1. Overview

This section contains subsections that describe the scope of the processes to which the Integration and Interoperability requirements apply.

2. Background

The Integration and Interoperability requirements and standards are derived primarily from industry best practices and existing standards. The functional requirements of the judicial branch drive the need to define an environment that can fulfill the needs of all justice partners as they interact with the public and other federal, state, and local agencies. The hardware and software platforms, network infrastructure, and methods for data exchange that are discussed and recommended in this document support the strategic vision of the Florida Courts Technology Commission relative to integration and interoperability among heterogeneous systems.

3. Requirements and Standards for Integration & Interoperability

This section contains the preliminary requirements and recommended standards for interoperability and integration between technology systems that provide information to or on behalf of the judicial branch. The requirements and standards were defined by analyzing Legislative/Supreme Court mandates, functional requirements, existing information systems architecture, and infrastructure reports, and incorporating the results of that analysis into a solution that leverages contemporary information technology management industry standards and best practices for optimal performance, return on investment and efficient technical solutions.

3.1 Diagrams

The diagrams in this section give an overview of the conceptual network architecture for the courts (Figure 1), for the circuits (Figure 2) and court/clerk approved interface method (Figure 3).



Figure 1. Florida Courts Conceptual Network Design

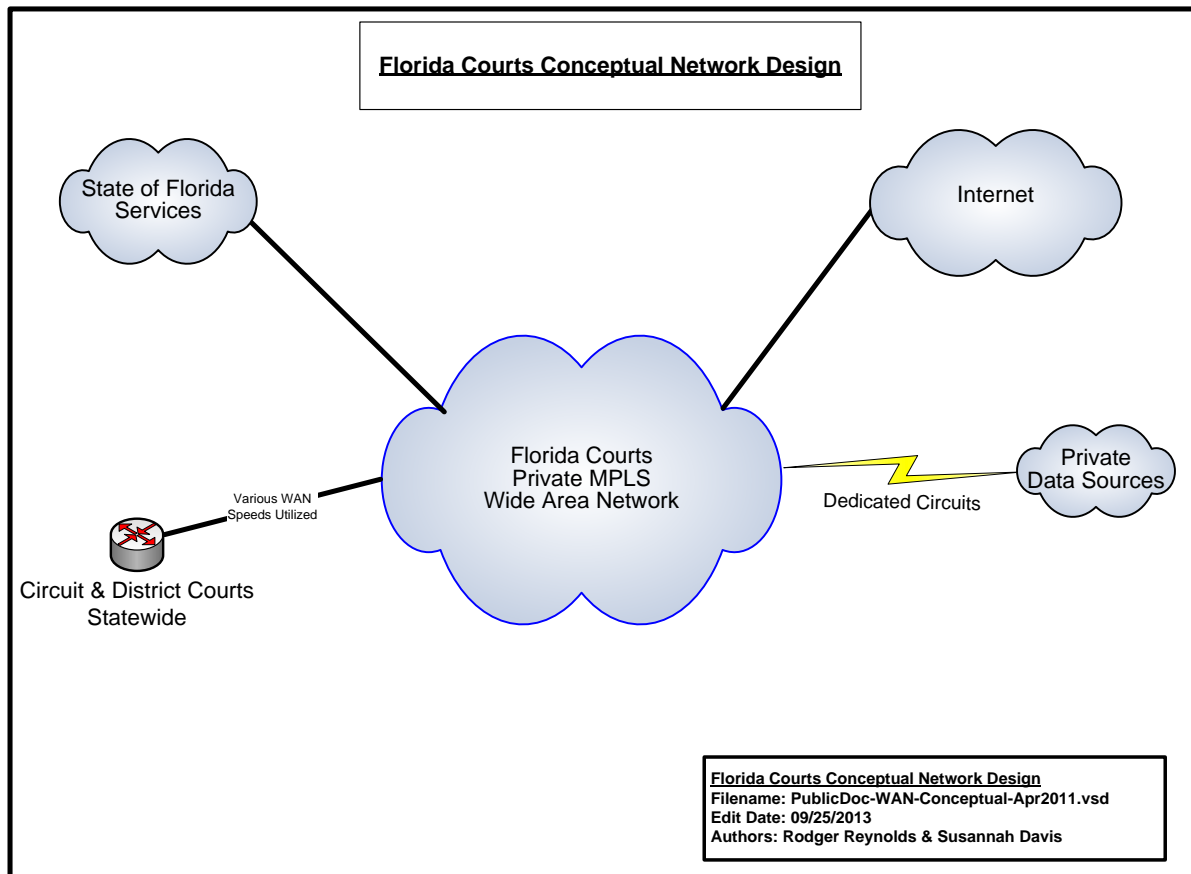
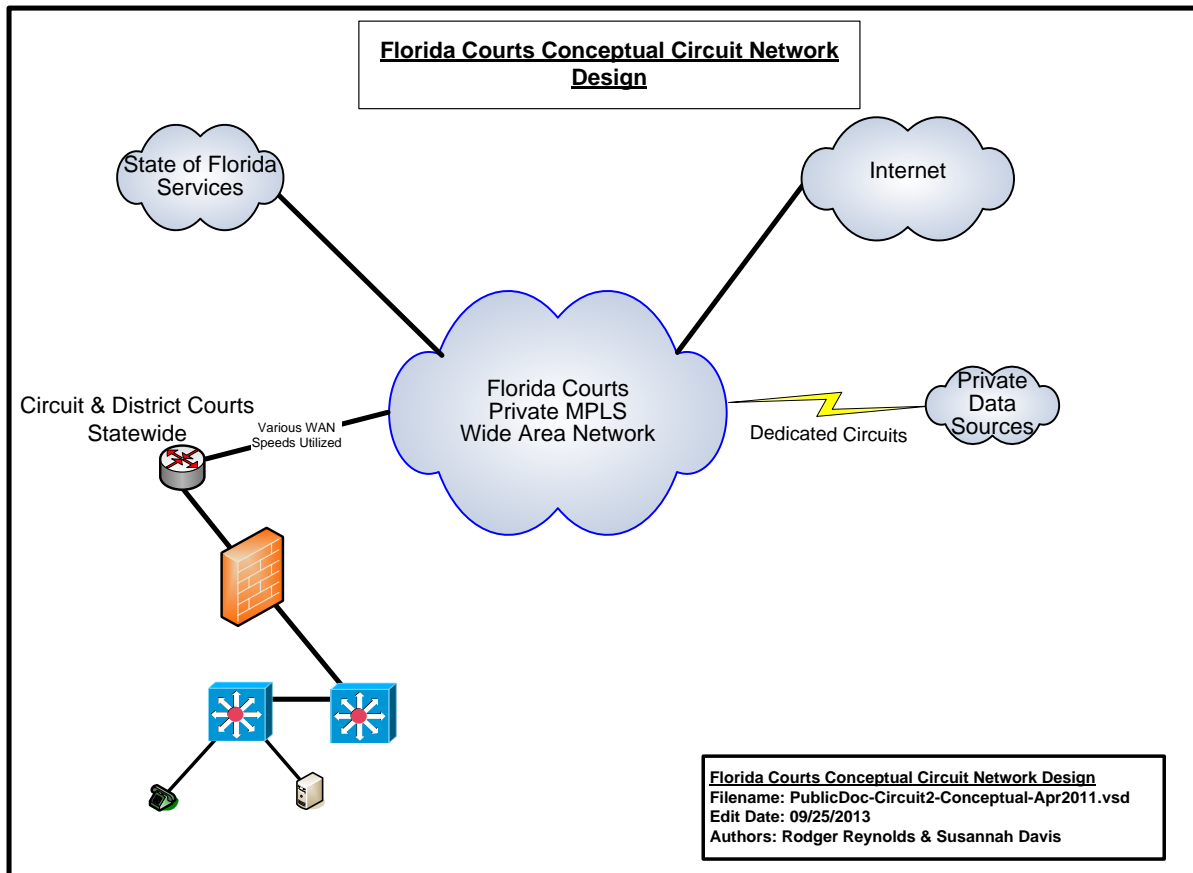




Figure 2. Florida Courts Conceptual Circuit Network Design



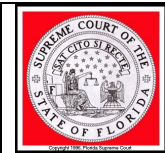
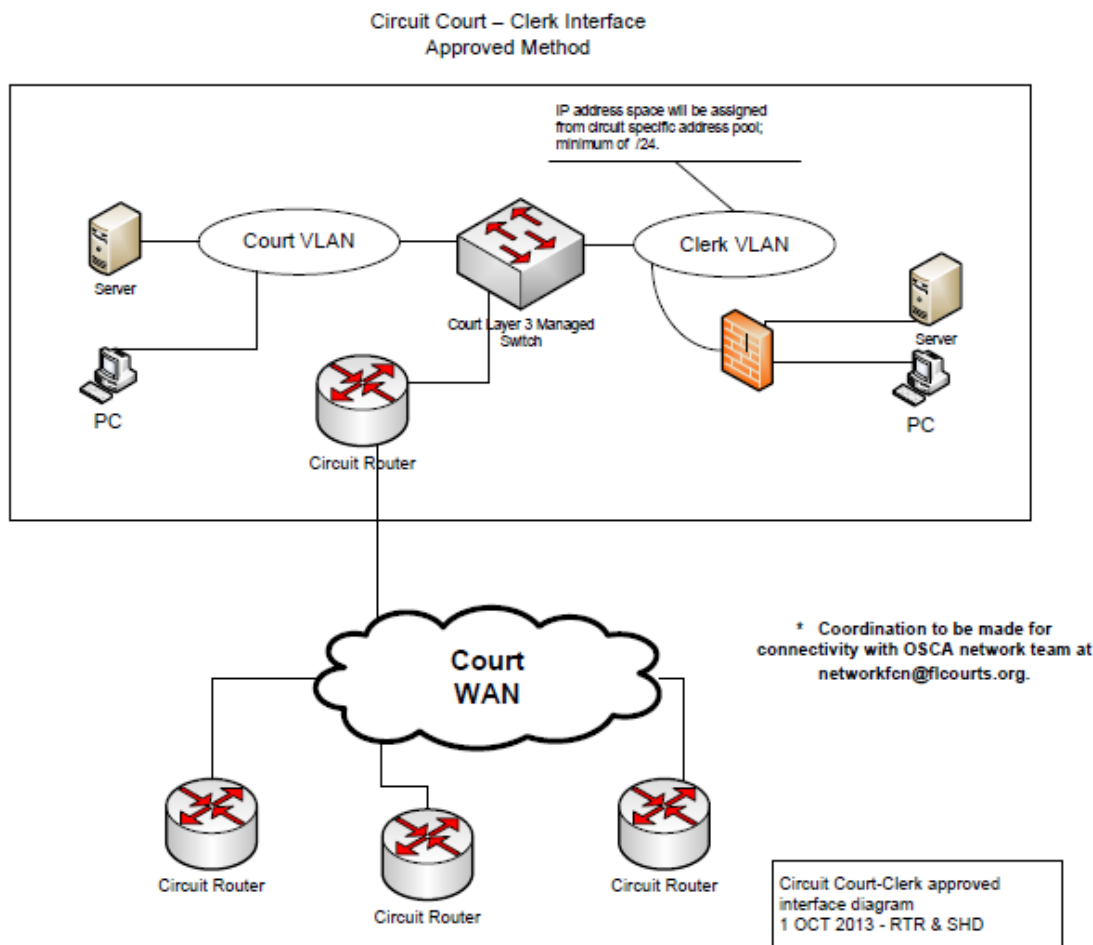
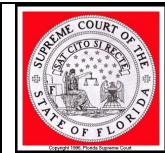


Figure 3. Circuit Court – Clerk Interface Approved Method





3.2 Integration Requirements and Standards

Integration requirements and standards are needed to provide the court with an understanding of both the high-level logical design requirements and the physical infrastructure standards and requirements that will be required to efficiently integrate the disparate systems that will support the courts.

3.2.1 Infrastructure Standards and Requirements

Standards and Requirements are established to provide a strategic approach to hardware and software standardization and life cycle management that will assist circuits in the planning, procuring and implementation of technologies necessary to comply with Supreme Court and Legislative Technology Mandates. Florida Statue 29.008 states that counties within each Judicial Circuit are responsible to fund the court's technology needs, including but not limited to computer hardware (e.g., PCs, video displays, laptops, servers, etc.). To most effectively manage the technology's total cost of ownership, life cycle management should include hardware and software procurement strategies, physical asset management, technical support strategies, and retirement and disposal strategies that maximize the hardware's utility in support of the court's business objectives. Finally, when planning technology solutions, it is imperative to remember that the personnel costs requisite for the maintenance of the solutions often exceed the cost of the physical solution itself. Proper support ratios should be factored in to ensure the efficacy of the solution.

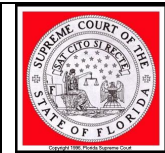
The goal of these guidelines is twofold: first, provide a blueprint for a robust, extensible infrastructure that will support the growth, integration and interoperability of information systems supporting the judicial branch; and secondly, reduce aggregate costs through standards that offer economies of scale.

3.2.1.1 Desktop PC Standards

Desktop Personal Computer ("PC") procurements must be scheduled to meet certain life cycle and performance objectives. Due to increasingly intensive software requirements, a three year life cycle is recommended. The minimum and recommended performance level requirements for desktops currently are listed in Figures 4 and 5. The performance level required will be determined by evaluating system needs, including the number, type and complexity of applications being run; system resources necessary to simultaneously run these applications; and performance metrics requisite for compliance with court standards.

Courtroom/Hearing Room

Video displays: Per the Court Application Processing System ("CAPS") standards, courtroom and hearing room displays shall have sufficient screen size to display multiple electronic documents. The minimum recommended size for a video display is 30". Video display installations should allow for a range of movement and flexible placement so as to prevent obstruction of the judge's view of the courtroom or hearing room. Due to the diverse size, complexity and nature of myriad judicial proceedings, the final determination for size and placement may vary depending on the environment.



Judge’s Chambers

Video display: 22” or greater with capability for dual displays.

Video displays

Video display replacement lifecycles may differ from desktop lifecycles based on functionality and usage requirements. Touch screen displays shall be used where deemed appropriate by the court.

Figure 4. Minimum Desktop Configurations for New Machines

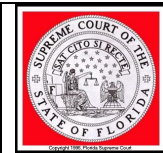
		Details
Hardware	Processor	Dual Core Business Class Intel or AMD (3.4 GHz or greater)
	Memory (RAM)	8 GB or greater
	Storage	500 GB Solid State Drives (“SSD”)
	Video	DirectX 9 or greater capable (WDDM Driver Support recommended)
	Graphics RAM	256 MB or greater, system should be able to accommodate dual displays
	Sound	Audio is required in accordance with planned use of the system
	Ports	HDMI & multiple USB 3.0 ports as required
	Optical	DVD-RW combo drive
	Life Cycle	3 Years
Network Connectivity	Bandwidth	100/1000BaseT Ethernet, wireless as required

3.2.1.2 Laptop Standards

The court’s migration toward a paperless environment and the implementation of electronic warrant applications offers unprecedented access to judicial officers in nontraditional venues and create an increased need for access to electronic court files/forms from secure, mobile devices.

Figure 5. Recommended Laptop Configurations

		Details
Hardware	Processor	Dual Core Business Class Intel or AMD (3 GHz or greater)
	Memory (RAM)	8GB or greater



	Storage	250 GB Solid State Drives (“SSD”)
	Graphics	DirectX 9 or greater Capable (WDDM Driver Support recommended) 256 MB (in addition to RAM)
	Sound	Audio required
	Ports	HDMI or mini-display port & multiple USB 3.0 ports as required
	Optical	DVD-RW drive (internal or external as needed)
	Lifecycle	3 years
Network Connectivity	Bandwidth	Integrated 100/1000 Ethernet LAN (standard)
	Wireless	Internal adapter supporting 802.11 b/g/n/ac

3.2.1.3 Client (Desktop/laptop) Software Standards

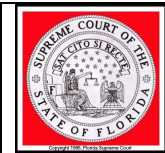
Software requirements for desktops provide a standardized environment for users. This standardization will both simplify and increase the efficiency of the initial software deployment and on-going support for desktops and laptops.

Figure 6. Software Requirements and Standards

Software	Details
Operating System	Windows 7 Professional or higher (OS must be active in the MS Support Life Cycle for patches and updates)
Office Suite	Microsoft Office 2010 or greater or compatible format
HTML Browser	Microsoft Internet Explorer 10 or higher
Other Applications	1) PDF Reader 2) Anti-virus

3.2.1.4 Mobile Devices

This document defines mobile devices for as those that have sufficient computing power for Internet access, email reception, client side applications and interoperability with server side applications. Examples of these mobile personal computing devices include but are not limited to tablets, smart phones, and hybrids. Mobile devices with limited security features should be limited to less sensitive areas of access unless a specialized security measure can be applied that will meet security standards. Mobile device usage must comply with the Criminal Justice Information Services (CJIS) Security Policy under the U.S. Department of Justice, Federal Bureau of Investigation.



3.2.1.5 Recommended Mobile Device Configurations

All mobile devices should exceed minimum standards available at time of purchase.

3.2.1.6 Mobile Device Computing: Any device, anytime, anywhere

Mobile computing technologies increase productivity and flexibility, as well as support continuity of operations in an emergency. Mobile Computing is a rapidly growing segment of court technology; however, with new efficiencies come new security risks: great diligence must be applied to ensure that developing standards for e-filing and data protection factor devices that can access, view, manipulate and store private court information.

Mobile devices generally refer to smartphones and tablet devices that support multiple wireless network connectivity options (primarily cellular and Wi-Fi as well as voice and data applications. This section will focus on the mobile computing, or data element.

Mobile Device Management (MDM)

A key component to successful control and administration of mobile computing is a Mobile Device Management (MDM) Enterprise System that provides security, accessibility and content policies on many popular tablets and smart phones.

MDM products have been developed to mitigate threats to mobile devices by enabling enterprise-controlled device configuration, security policy enforcement, compliance monitoring, and management (e.g., remotely lock and/or wipe a mobile device that has been reported as lost or stolen). MDM solutions typically include an enterprise server(s) component and an application installed on the mobile device to manage device configuration and security and report device status to the MDM.

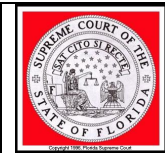
Small Florida court technology budgets juxtaposed against the tremendous popularity of the smartphone and tablet have led to an unprecedented rise in Bring Your Own Device, or BYOD. Standards to exercise control, manage expectations, and define acceptable use policies should be developed and implemented for all such users.

DDNA

Securing mobile devices should focus on the following 4 categories:

- **Device** security: methods to prevent unauthorized device use, such as an MDM.
- **Data** security: protecting data at rest even on lost/stolen device, such as an MDM.
- **Network** security: network protocols and encryption of data in transmission.
- **Application** security: security of the applications, and operating system, such as a Mobile Application Management MAM.

Recommended MDM Requirements



- Enforce passcodes on devices.
- Allow remote location of device.
- Allow remote wiping of device's drive/data.
- Allow remote locking.
- Detect rooted/jailbroken phones, which are more vulnerable to malicious code.
- Inventory of devices.
- Policy compliance.

Mobile Application Management (MAM)

Mobile application management (MAM) allows the court to set up an enterprise application store to deploy approved applications, to enforce application policies, and remotely upgrade or uninstall applications.

To mitigate the threat of malicious or vulnerable mobile applications to mobile devices, the court should use MAM to provision for application whitelisting, or allowing installation of mobile applications from authorized enterprise application stores application blacklisting, which blocks the installation of known vulnerable applications.

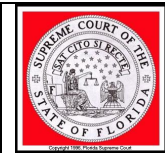
Recommended MAM Requirements

- Allow for the installation of applications from a private site.
- Control the push/pull of updates to devices.
- Allow for the remote installation of applications.
- Allow for the remote wiping of non-standard applications.
- Whitelisting of select applications from public sites.
- Blacklisting of select applications based either on application or site.
- Application Inventory.

Standards for Acceptable Use: Managing Expectations

Until such time as the Florida Court Technology Commission approves a standard policy, each circuit is recommended to develop an acceptable use consent policy that will outline expectations for security, support and data access on a mobile device. It is recommended that each circuit develop a policy for approval by the Chief Judge. This policy should at a minimum address the following areas:

- What is the circuit policy for bring your own device (BYOD) hardware?
- For BYOD devices:
 - What is the data backup policy?
 - What is the extent of policy enforcement versus device support?
 - Security enforcement-when can a device be wiped?
 - Is the user cognizant of rules that constitute the creation of public records?



- What enforcement exists for connectivity to unsecured networks (e.g., public wireless connection)
- Is confidential data storage on the device prohibited?
- For court provided devices:
 - What are acceptable recreational uses for the device (music, photos)?
 - What is the data backup policy?
 - Are secure network connections enforced?
 - What is the acceptable use of data storage on private or public cloud?

Wireless Networking Security

Though both wired and wireless networks are vulnerable to the threat that intruders might snoop out network traffic, or inject rogue traffic, wireless networks are clearly more susceptible to data theft and hijack. Mobile computing poses an inherent risk to data security that must be strictly managed and monitored. Using a VPN tunnel to encrypt mobile access to corporate resources makes for an excellent first line of defense. Additionally, it is important to educate users concerning the dangers of connecting to a wireless network that does not use 256 bit WPA2 encryption.

Users should understand that most public Wi-Fi is not encrypted and is, by its nature, not secure. By utilizing an encrypted VPN connection, the data transmitted between the device and the VPN endpoint are encrypted, even though the Wi-Fi connection itself is not encrypted. If no VPN is in use, then using encrypted protocols (such as HTTPS instead of HTTP) where possible will provide encryption between the device and the remote endpoint.

For internal wireless court/county networks, VLANs or MAC address filtering provide additional controls over secure connectivity.

Bluetooth settings, when not in use, should be turned off.

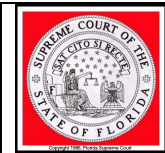
Best Practices for Criminal Justice Information Systems Connections

Only use properly encrypted connections.

Best Practices for Non-CJIS Connections

For wireless connections, only use properly encrypted connections. There is other potential confidential or sensitive data transmitted outside of CJIS systems.

Be aware of Federal Information Processing Standards (FIPS) 71A-1 Subsections 001-023, and the U.S. Department of Justice, Federal Bureau of Investigation, Criminal Justice Information Services Security Policy Sections 4.3, Personally Identifiable Information, and Section 5 regarding securing technology that accesses, stores, transmits, and logs Criminal Justice Information governed by this referenced policy. The most current version of this



policy can be viewed at <http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/>.

3.2.1.7 Servers

Production servers should support both common/shared services as well as organization-specific services. Servers should meet a combination of priorities, including affordability, performance, scalability, space-optimization, and support for the mission-critical applications that will comprise the system.

3.2.1.8 Network Components

Courts Local Area Network (“LAN”)

Considerations/Recommendations

A standard for agency LAN implementations should be established. It is recommended that the standard include the following.

- Naming conventions using Domain Name Service (“DNS”) should be standardized across the courts.
- Ethernet topology (over unshielded twisted pair cabling).
- High-speed copper (“UTP”) to the desktop (CAT5e or better).
 - Utilize BICSI Standards as a guideline for structural wiring.
- Fiber optic cable for interconnections between high-speed concentration areas.
 - Standardized connectors (ST, SC, LC, FC) and type single/multimode.
- Networking equipment should be based on a full-switched TCP/IP network.
 - Backbone should have Layer 3 capability for VLAN/Routing/QoS.
 - Switches should have fiber uplink capability.
 - Switches shall be manageable via IP or other remote protocol.
- Scalable high speed Ethernet/Fiber switches.
- Bandwidth standards and requirements within and among each judicial location are recommended at:
 - Gigabit to servers.
 - Gigabit to workstations.

Use of existing LAN technology at the judicial locations should be evaluated on a location-by-location basis. Where required, the LAN infrastructure should be upgraded to meet the standard.

Any LAN technology dedicated for use by the court should meet the following requirements:

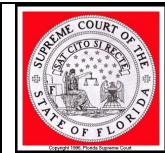
Feature Sets	IP Routing, VRRP, HSRP, STP enhancements, 802.1s/w, IGMP snooping, IEEE 802.3af Power over Ethernet (PoE).
Security	ACL, port security, MAC address notify, AAA, RADIUS/TACAC+, 802.1x, SSH, SNMPv3, IPv6



Advanced QoS	<p>Layer 2–4 QoS with Class of Service (CoS)/Differentiated Services Code Point (DSCP), & Differentiated Services Model (DiffServ) supporting shaped round robin, strict priority queuing.</p> <p>QoS compliant with DiffServ (IETF) standards as defined in RFC 2474, RFC 2475, RFC 2597 and RFC 2598 and DSCP (IETF) standards as defined in RFC 791, 2597 2598, 2474, 3140 4594[MediaNet]. 802.1p, 802.1Q, 802.11e</p> <p>Resource Reservation protocol (RSVP) in RFC 2205.</p>
Management	<p>One IP address and configuration file for entire stack.</p> <p>Embedded web-based cluster management suite to Layer 2/3/4 services easy configuration of network wide intelligent services in local or remote locations automatic stack configuration.</p>
Performance	<p>Distributed Layer 2 and Layer 3 distributed providing <i>wire-speed</i> switching and routing via Gigabit Ethernet and Fast Ethernet configurations</p>
Deployment	<p>Automatic configuration of new units when connected to a stack of switches.</p> <p>Automatic OS version check of new units with ability to load images from master location.</p> <p>Auto-MDIX and Web setup for ease of initial deployment.</p> <p>Dynamic trunk configuration across all switch ports.</p> <p>Link Aggregation Control Protocol (LACP) allows the creation of Ethernet channeling with devices that conform to IEEE 802.3ad.</p> <p>IEEE 802.3z-compliant 1000BASE-SX, 1000BASE-LX/LH, 1000BASE-ZX, 1000BASE-T and CWDM physical interface support through a field-replaceable small form-factor pluggable (SFP) unit.</p> <p>10 gigabit Ethernet IEEE 802.3-2008</p>
Configuration / Survivability	<p>Switches must work standalone and in a stacked configuration.</p> <p>Stack up to 9 units, Separate stacking port.</p> <p>Minimum 32Gbps fault tolerant bidirectional stack interconnection.</p> <p>Master/slave architecture with 1:N master failover .</p> <p>Less than 1 second Layer 2 failover with nonstop forwarding.</p> <p>Less than 3 second Layer 3 failover with no interrupt forwarding.</p> <p>Cross-stack technology, cross-stack QoS</p> <p>Single network instance (IP, SNMP, CLI, STP, VLAN).</p> <p>Minimum of 24 Ethernet 10/100/1000 ports and 2 SFP uplinks with IEEE 802.3af and pre-standard Power over Ethernet (PoE).</p>
Software	<p>Intelligent services: Layer 3 routing support via RIP, OSPF, static IP routing.</p> <p>Dynamic IP unicast routing, smart multicast routing, routed access control lists (ACLs), Hot Standby Router Protocol (HSRP) support and Virtual Router Redundancy Protocol (VRRP).</p>

Courts Wide Area Network (“WAN”)

The WAN infrastructure supporting the courts will use the State network as its primary transport media. Specific WAN hardware and software solutions should be evaluated and customized to handle the additional traffic that may be required from the system. Integration of local county network infrastructure to the State Network will be addressed on a case-by-case basis in compliance with definitions set forth in Florida Statue 29.008(f)(2).



Considerations/Recommendations

- The courts should strive to standardize DNS conventions, Network Address Translation (“NAT”) conventions and TCP/IP conventions (including sub netting) based on RFP standards.
- The current infrastructure supports high-speed switching technology The WAN infrastructure should include the use of TCP/IP for inter-agency communications.
- Where possible the communications infrastructure should provide for coexistence with existing architectures until these architectures are compliant with the standard.
- Multi-protocol WAN bandwidth may have to expand to handle traffic while supporting other emerging applications and business requirements.
- Each courthouse or remote facility should have a high-speed connection back to the State network unless a high-speed network has already been provided by the county. Network speeds for each circuit will vary depending on bandwidth requirements.
- Throughput on the WAN should be benchmarked at key junctures before the system becomes operational, and monitored continually thereafter.
- State-provided bandwidth is a shared resource; accordingly, bandwidth management at the circuit level is strongly recommended.

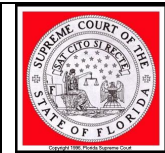
Wireless Technologies

Wi-Fi

In the courts, wireless technologies include point-to-point connectivity and multi-point connectivity (“Wi-Fi”). Point-to-point is utilized to extend a WAN, connecting physically separate networks. Multi-point wireless is used to extend the LAN to wireless users within a limited geographic area. Wi-Fi is beneficial when providing network connectivity for mobile judicial users, as well as fixed-user locations where wired LAN connectivity is unavailable. The following guidelines should be considered when developing a wireless security plan.

General Wireless Guidelines

- Change the default level of product security — out of the box, WLANs implement no security.
- Change the out-of-the-box settings — do not use default or null SSIDs or passwords.
- Implement wireless access points on switched network ports.
- Develop and publish standards and policies for departmental WLANs.
- At a minimum use 128-bit keys or greater Implement MAC address tracking to control network security.
- Monitor access logs or use network-based intrusion detection to detect unauthorized access or attack.
- Highly sensitive networks should use encryption with a minimum of 128 bit, the SSID should not be broadcast, and MAC authentication required.
- Disable WPS (Wi-Fi Protected Setup).



- Must meet current CJIS security standards.

Each circuit should develop a practical and comprehensive wireless solution including a detailed IEEE 802.1x –based security plan.

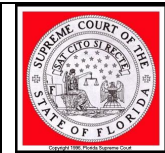
Multi-Point Wireless

Due to the open broadcast nature of wireless networks, each organization should design and publish security standards for their wireless solution. Wireless LAN (“WLAN”) industry uses several standards defined by the IEEE 802.11 classification that addresses both bandwidth and security issues. While cost will vary between technologies, priority for essential elements such as security through encryption and authentication is strongly recommended. Restricting the area of coverage for wireless access points should also be considered; covering only the areas within the physically controlled area reduces the accessibility by unauthorized users.

The following general guidelines should be considered when developing a wireless security plan and implementing WLAN. Given the ongoing evolution of wireless standards, any guidelines and metrics should be reviewed during the planning stages of any multi-point wireless project.

Multi-Point Wireless Guidelines

- Develop and publish standards and policies for departmental WLANs, including acceptable use and levels of service for multiple user types (if applicable).
- Perform site surveys for wireless coverage, planning ahead for access point locations to address LAN and power requirements.
- Implement wireless access points on switched network ports.
- Address security on two levels: encryption and authentication.
- The newest security standard is 802.11-2007 (sometimes referred to as WPA2), incorporating authentication by 802.1x standard. 802.1x supports authentication server or database service including Remote Authentication Dial-In User Service (RADIUS), LDAP, and Windows domain, and Active Directory. Encryption in 802.11-2007 is strong AES.
- WPA (Wi-Fi Protected Access) will be used as the minimum.
- Change the “out-of-the-box” settings — do not use default or null SSIDs or passwords. At a minimum, activate the default level of product security.
- Set access point SSID broadcasting to “OFF”.
- Consider implementing VPN with strong encryption for the wireless networks. Place access points outside of the firewall. Use VPN for connectivity to the intranet.
- Implement MAC address authentication and tracking to control network security. Utilize monitoring software to limit network access based on user’s physical location and IP address, granting or denying access to services as needed.



- Implement additional authentication if supported by the vendor (RADIUS, LDAP, etc.).
- Monitor access logs or use network-based intrusion detection to detect unauthorized access or attacks.
- All publicly accessible Wi-Fi must be outside the court's internal network.

Point-to-Point Wireless

When implementing a wireless solution to connect remote locations, the following items need to be considered:

Point-to-Point Wireless Guidelines

- **Bandwidth / Network Requirements:** Video Conferencing, Digital Court Recording (“DCR”) Monitoring, VoIP, data volume, and latency.
- **Distance / Path:** Line of sight is required.
- **Tower Locations and Access.**
- **Security**
Physical security: – Tower location and equipment need to be secure.
Network security:
- **Availability:** –Uptime percentage of 99.98 or better is recommended.
- **Management:** Utilities should be Simple Network Management Protocol (“SNMP”) compliant.
- **Warranty and Maintenance:** Equipment, tower climbing and maintenance should be included.

Each circuit should develop a practical and comprehensive wireless solution including a detailed IEEE 802.1x –based security plan.

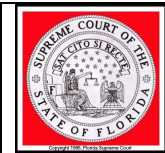
Licensed bandwidth has oversight by the Federal Communications Commission (“FCC”), and must adhere to FCC rules and regulations. Licensed bandwidth guarantees frequency ranges that are assigned to the associated license, preventing interference with other frequencies. Unlicensed bandwidth is not under FCC oversight, and carries the risk of interference from competing wireless locations. Any interference issues must be negotiated on a case-by-case basis.

3.2.2 Security Standards

Information Security encompasses many technical and non-technical areas. This section describes the comprehensive high-level technical security architecture strategy that should be addressed when defining Information Security requirements.

Information Security Standards are organized in four categories:

- Device Control
- Personnel Control



- Network Control
- Physical Security

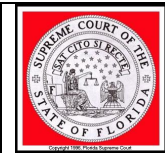
These standards address the overarching Information Security needs and provide a framework for developing compliant Information Security Standards and Policies. Security Standards shall comply with CJIS Security Policy under the U.S. Department of Justice, Federal Bureau of Investigation where applicable.

Device Control

- **Access Rights and Privileges:** Computer-resident sensitive information shall be protected from unauthorized use, modification, or deletion by the implementation of access control rights and privileges.
- **Anti-Virus Protection:** Platforms that are susceptible to malicious code shall be equipped with adequate software protection when such protection is available.
- **Authentication of Desktop Users:** Desktop access shall be secured and authenticated using adequate security techniques.
- **Backup Policy:** Data storage devices shall undergo sufficient periodic backup to protect against loss of information.
- **Business Continuity & Disaster Recovery:** Formal business continuity and disaster recovery plan(s) shall be documented and implemented in accordance with applicable Florida State Courts policy and administrative rules.
- **Transmission of Sensitive Data:** Sensitive data (security management information, transaction data, passwords and cryptographic keys) shall be exchanged over trusted paths using adequate encryption between users, between users and systems, or between systems.
- **E-mail Anti-Virus Protection:** Proactive installation and management of software/hardware to safeguard against the injection of malware, viruses or other code via email or email attachments is required.
- **Platform Level Administration (Local):** Local access to system console functions shall be restricted to appropriately authorized personnel.
- **Platform Level Administration (Remote):** Remote access shall be secured via adequate authentication and restricted to appropriately authorized personnel.
- **System Administration Privileges:** System administration privileges shall be locally granted only to appropriately authorized personnel.

Personnel Control

- **Acceptable Use Policy:** Policies addressing the acceptable use of information



technology shall be documented.

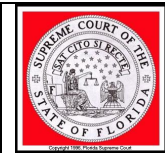
- **Acceptable Use Training:** All employees shall undergo training, briefings, and orientation as deemed necessary by the circuit to support compliance with all elements of established acceptable use and applicable information security policies and guidelines.
- **Remote Access Policy:** Where applicable each circuit will maintain a written remote access policy.
- **Sensitive and Exempt Data Handling:** All employees with access to sensitive or exempt data shall be trained to handle the data in compliance with relevant guidelines. The Florida Department of Law Enforcement (“FDLE”) establishes Criminal Justice Information System (“CJIS”) guidelines governing the access by any workstations FCIC/NCIC data directly or through the Judicial Inquiry System (“JIS”).
- **Incident Response – Incident Response (“IR”)** procedures shall be developed and maintained. IR procedures will guide appropriate steps to take in response to breaches in devices, networks, or physical security.

Network Control

- **Network:** Network security encompasses preventing unauthorized access to the LAN and WAN that will be used to access judicial services.
- **Device Resistance:** All critical devices within the perimeter network shall be resistant to attack by known threats for which there are available defenses.
- **Network Audit Logs:** Network audit logs shall provide sufficient data to support error correction, security breach recovery, and investigation. Network audit logs should be retained for a minimum of three months.
- **Remote Access:** All remote access methods providing access to critical systems shall be identified and inventoried. Remote access to the court’s network and resources will only be permitted providing that authorized users are authenticated, data is encrypted across the network, and privileges are restricted. Remote access logs should be recorded for a minimum of three months. A centralized point of access is preferred.
- **Wireless Network Security and Management:** All wireless networks and devices shall be locally authorized by each circuit and have adequate security configurations.

Physical Control

- **Physical Security Policy:** Physical security policies shall adequately address information technology infrastructure.



3.2.3 System Management Tools

A comprehensive set of management tools will be required to support an integrated information system environment. The system architecture and its components should support centralized monitoring and control. Characteristics of system management include:

- An application to provide complete systems and network management throughout the enterprise environments, preferably including Active Directory (“AD”) monitoring, Structured Query Language (“SQL”) (or equivalent) database monitoring, and detailed and flexible reporting.
- Network management applications that are deployed and integrated to support network management requirements, including hub, switch and router management.
- SNMP compliant hardware; when in a Windows environment, Windows Management Instrumentation (“WMI”) compliance is required.
- These tools that have the ability to monitor across VLANs, WANs, and disparate network architectures, including wireless networks.
- Either IPv4/IPv6 protocols.
- Tools should contain the ability to monitor, report, and block offending IP addresses or infected network segments.
- Network Quality of Service (“QoS”) management utilities.
- Preference for SSH or SSL over telnet or html for network management tools.
- Traffic monitoring systems that utilize a learning mechanism establishing initial baselines that are time corrected and display anomalous traffic with reasonable swiftness. Rules based equipment should allow for frequent base table updating.
- Desktop management tools deployed and integrated to support workstations, software distribution, desktop inventory control and asset tracking of desktop configurations and installed software (“metering”). Ghost or equivalent imaging software, patch management (such as Windows Server Update Services (“WSUS”)), and detailed, flexible reporting mechanisms.

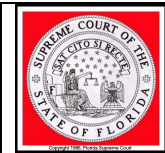
Server Management tools should contain the following capabilities:

- SNMP-compliance.
- Ability to monitor server health, including disk, memory, process utilization, and when possible, power consumption.
- Lightweight Directory Access Protocol (“LDAP”) support when possible.

Change Control applications should be utilized to help coordinate the activities (such as software code changes, testing and verification of the changes, and related documentation changes) that need to be performed by various organizations.

When evaluating system management tools, administrators should consider the following criteria:

- For flexibility, site or enterprise licensing is preferred.
- “Agent-less” tools are not required, but may be preferred.
- Robust reporting/metrics functionality is preferred and strongly recommended.



- Email/text alerts for virus monitoring should be available for all systems.
- Remote management of network, desktops, and servers, provided software meets the established security standards, is preferred.

A health report should be periodically generated, and contain the following information when possible:

- SNMP trap information.
- Login reports for both successful and failed attempts (wireless, RADIUS, VPN, etc.).
- Switch/router/hub change logs.
- Wireless connections.
- Server health (average CPU load, RAM and disk utilization, etc.).
- Active Directory additions/deletions/changes.
- Restricted traffic attempts and perceived network anomalies.

3.2.4 Audio and Video Teleconferencing

The following is a list of recommended guidelines that will serve as a baseline for video conferencing definition.

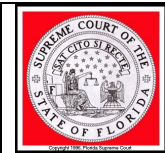
Digital Audio and Video Conferencing Standards

- Must use the TCP/IP network protocol.
- Separate VLAN for video.
- Standard Definition speed: 384K.
- High Definition speed: 768K.
- Duplex: Full (512 Units = Half).
- Network speed: 100Mbps (502 Units = 10Mbps).
- Switch and codec: hard-coded speed/duplex.
- Video communications must support the H.264 SIP multimedia standards.
- Audio conferencing must support G.711 audio compression.
- Low Resolution: Based on communications availability. H.323 standard should use a minimum of 256Kbps bandwidth per concurrent video session.
- High Resolution: Minimum of 786kb bandwidth per concurrent video session.
- QoS tag: DSCP AF41.
- Ports: 1719, 1720, 3230-3253 TCP/UDP.

Any endpoint or Multi-Point Conference Unit (“MCU”) traversing the Internet should be considered “best effort”, given the circuit’s inability to manage all aspects of the connection, signal quality and clarity.

3.2.5 Court Reporting Technologies

Court Reporting Standards shall comply with CJIS Security Policy under the U.S. Department of Justice, Federal Bureau of Investigation when applicable.



Reference

Technical and Functional Standards for Digital Court Recording (last updated February 2015).

3.2.6 Technical Support

Skill sets needed to achieve technology objectives and provide support and maintenance should be defined.

On call is required to support 24/7 operations.

User Support Ratio

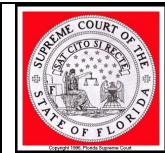
Minimum service level expectation in the court environment is to provide initial service within the same day or less as when the call for assistance was received, depending on the criticality of the environment (e.g., a case manager's printer error can be responded to the same day, but a network outage impacting first appearance or shelter hearings must be responded to more quickly).

Specialized technical services may require dedicated support staff depending on the environment. Specialized services may include:

- Network
- Security
- Audio Video
- ADA
- Communications
 - Data
 - Voice
- Training
- Web
 - Internet
 - Intranet
- Application Development

Other Considerations: Geographic distribution of serviced sites will impact service levels. Multi-county or large county circuits must factor travel time into service level expectations. Additional staff may be required to meet service level requirements.

Funding for on-going training must be included with staff in order to maintain skill sets required to support the environment.



3.2.7 Courtroom Technology Standards

3.2.7.1 Courtroom – Hearing Room Technology Minimum Requirements

For criminal proceedings, courtrooms and hearing rooms need to have the infrastructure in place to deliver information and services to the courtroom. Information is vital whether it is information on a computer screen, a juror’s ability to hear the witness, or the ability to setup evidence presentation tools. For Civil proceedings, equipment may be used if available; otherwise attorneys are responsible for providing equipment needed for evidence presentation.

Post a disclaimer on the circuit’s website concerning the provided technology is recommended. An example is listed below:

Courtroom technology is provided as a courtesy to the legal profession and court participants. While the court will make every effort to ensure the equipment is working properly, the court does not guarantee the reliability or availability of the equipment. It is presumed that anyone using courtroom technology is properly trained to do so. The court is not responsible to provide educational or technical support for these services. By using this technology, the user agrees to hold the court harmless for any equipment failure or corruption of data, for any court related proceeding, and to not seek to delay/reschedule of court proceedings due to same. Finally, users agree to be prepared to proceed without using technology should the circumstances warrant such action.

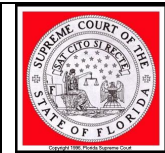
Infrastructure

When building new courtrooms, plans shall include conduit and cable paths to support existing and future technology. Raised flooring is recommended for courtrooms to allow for easy access. Floor boxes can be used to support future expansion. If using floor boxes, industry standard termination must be accommodated into the design of the floor boxes and the wiring practices. See Figure 7 for a typical courtroom design.

Courtroom Technology shall include the following

- Sound Reinforcement System / ADA Compliant hardware. Microphone locations should be discussed with Chief Judge to determine if hanging microphones, table top microphones, or if both types are needed in the courtrooms.
- ADA Assisted Listening Devices.
- Video display(s).
- 1 pan/tilt/zoom camera (minimum).
- Digital Court Recording (when applicable).
- LAN access for Judge and Clerk.

Recommended Optional Integrated Equipment



- Touch panel audio/visual control pad.
- Sidebar microphones (not amplified, but only available to DCR and/or Court Reporters).
- Video displays/Intelligent displays (capable of supporting different multi-media sources).
- Touch screen video displays (witness stand for evidence presentation).
- 4 pan/tilt/zoom cameras (suggested camera options: judge, witness, courtroom, and evidence/jury). The evidence camera should be mounted in the ceiling at a location that allows evidence to be placed underneath for presentation.
- Network access / Wi-Fi for participants.
- Remote interpreting A/V equipment.
- Video conferencing.
- Teleconferencing.
- VHS / DVD Player.
- Analog stereo audio, composite video, S-video, VGA, S/PDIF, component, and HDMI inputs and/or wireless media display devices (examples: Crestron Air Media, Apple TV), display port, and other industry standard connections.
- Media plate.
- Remote technical support and control.
- White noise cancellation for side bar conferences.
- Where needed, the microphones should be configured to work with the DCR.

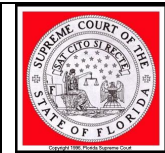
Hearing Rooms/Chambers

While sounds systems may not be needed in all hearing room types, other equipment is essential. These rooms shall include the following:

- ADA assisted listening devices.
- Video display(s).
- 1 pan/tilt/zoom camera.
- DCR (pre-wired if possible).
- LAN access for judge and clerk.

Recommended Optional Hearing Room/Chamber Equipment

- Network access / Wi-Fi for participants.
- Remote interpreting A/V equipment.
- 1 pan/tilt/zoom camera.
- Video Conferencing.
- Teleconferencing.
- VHS / DVD player.
- Analog stereo audio, composite video, S-video, VGA, S/PDIF, component, and HDMI inputs and/or wireless media display devices (examples: Crestron Air Media,



Apple TV), display port, and other industry standard connections. These inputs can be installed in a floor box or wall plate.

- Remote technical support and control.

Optional Mobile Technology

If funding is unavailable for integrated courtroom technology solutions, mobile systems are recommended instead. Evidence presentation systems should be able to display a wide range of types/format/sizes of physical and digital evidence used in today's courtrooms. An evidence presentation system should include (but not be limited to) the following support components:

- **Display**

Mobile display (TV/LCD screen) or projector:

A mobile display is recommended only for smaller settings and should support multiple resolutions with sufficient lumens.

A projector should support multiple resolutions with sufficient lumens for viewing in ambient light (will vary based upon projected image size) + projector screen.

System should provide audio/video outputs compatible with courtroom's integrated video displays/audio/DCR system (if applicable).

- **Cables**

Audio/video presentation systems should support prevailing audio/video transmission cable standards such as: analog stereo audio, composite video, S-video, VGA, S/PDIF, Component, and HDMI.

- **Physical Media**

Audio/video presentation systems should support prevailing physical media standards such as: CD (R/RW), DVD (+R/RW), VHS tape, USB storage device (flash or HD), CompactFlash, SD/Smartmedia, Memory Stick, Blu-ray, and cell phone connectivity.

- **Digital Audio/Video Standards**

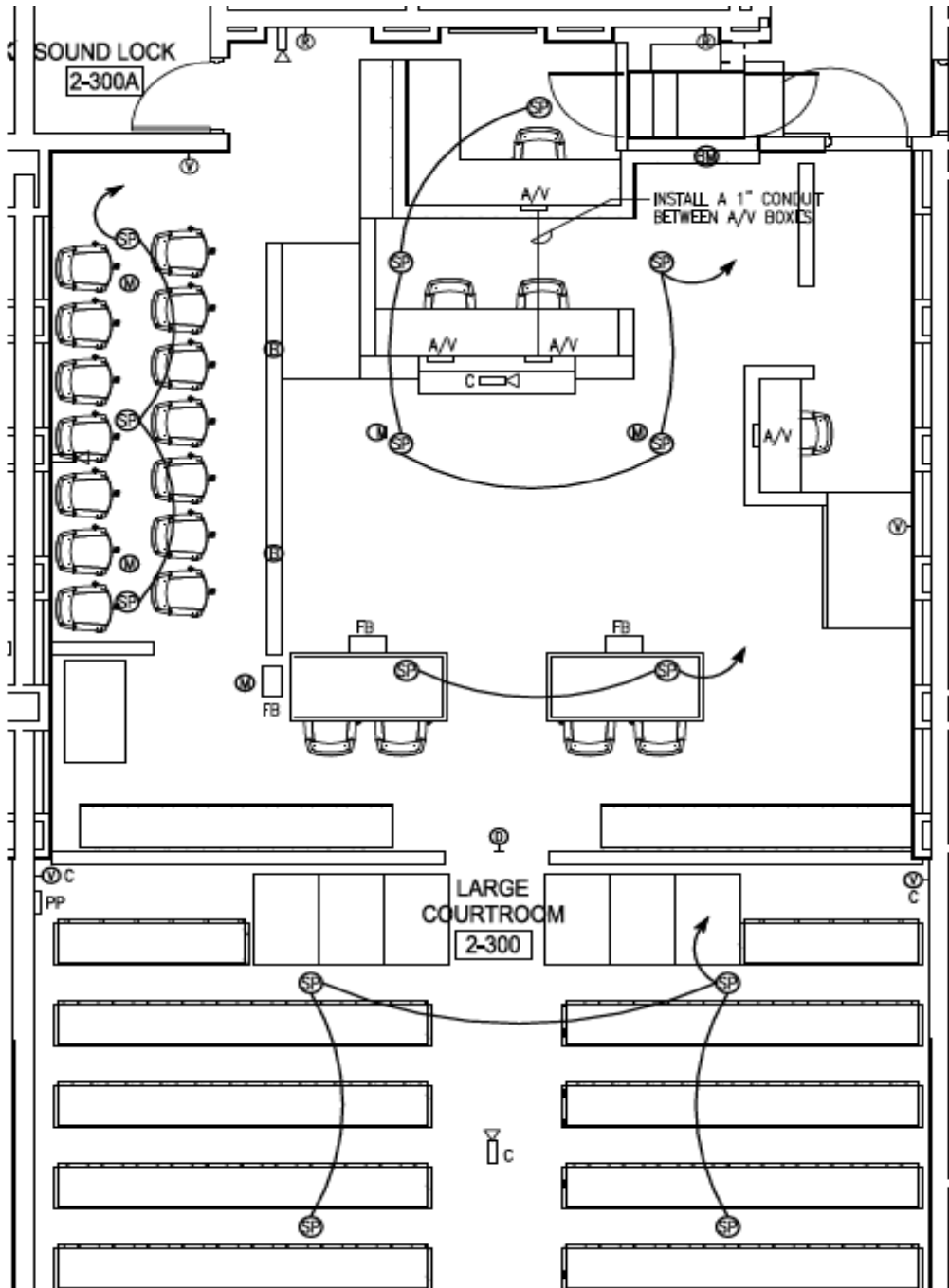
Audio/video presentation systems should support prevailing digital audio/video standards such as: Audio CD, DVD, VCD, SVCD, WMV, Quicktime, Mpeg4, MP3, and OGG.

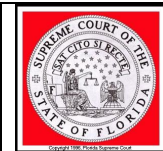
- **Overhead Projector**

- **Document Camera**



Figure 7. Courtroom Drawing



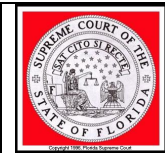


AV INFRASTRUCTURE LEGEND:

- PP** PRESS PLATE LOCATION; CONTRACTOR SHALL INSTALL A 8"x8"x3" DEEP JUNCTION BOX FLUSH IN WALL AT 18" AFF. INSTALL TWO 2" CONDUIT FROM THE PLATE TO THE CABLE TRAY ON THE 1ST LEVEL.
- FB** FLOOR BOX/POCKET; INSTALL AN ACE BACKSTAGE 124SL FLOOR POCKET OR APPROVED EQUAL. THE FLOOR POCKET SHALL BE ABLE TO CONTAIN A MINIMUM OF 4 A/V GANGS, 1 DUPLEX RECEPTACLE, 2 RJ-45 CONNECTORS, AND TWO SPARE SINGLE GANG PLATES. EACH POCKET SHALL HAVE TWO 2" CONDUITS FOR FUTURE A/V CABLING AND ONE 1" CONDUIT SPARE. THESE CONDUITS SHALL BE INSTALLED TO THE CABLE TRAY ON THE 1ST LEVEL. A SEPARATE CONDUIT SHALL BE INSTALLED FOR THE DUPLEX RECEPTACLE AND A SEPARATE CONDUIT FOR THE RJ-45 CONNECTIONS. REFER TO THE TELECOM AND POWER PLANS FOR INFORMATION ON THESE SYSTEMS.
- SP** CEILING SPEAKER LOCATION; LOCATION IS APPROXIMATE AND SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO ROUGHING IN; A JUNCTION BOX SHALL BE INSTALLED AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE SPEAKER TO THE OTHER SPEAKERS ON THE SAME ZONE. THE HOMERUN CONDUIT FOR EACH ZONE SHALL BE INSTALLED TO THE CABLE TRAY ON THE 1ST LEVEL.
- M** CEILING HANGING MICROPHONE LOCATION; LOCATION IS APPROXIMATE AND SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO ROUGHING IN; A JUNCTION BOX SHALL BE INSTALLED AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE MICROPHONE TO THE CABLE TRAY ON THE 1ST LEVEL.
- B** BUTTON MICROPHONE LOCATION; LOCATION IN CASEWORK IS APPROXIMATE AND SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO ROUGHING IN; A STUB UP 3/4" CONDUIT SHALL BE INSTALLED IN THE CASEWORK. THE CONDUIT SHALL BE ROUTED TO THE CABLE TRAY ON THE 1ST LEVEL.
- BM** SIDEBAR BUTTON MICROPHONE LOCATION; LOCATION IN CASEWORK IS APPROXIMATE AND SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO ROUGHING IN; A STUB UP 3/4" CONDUIT SHALL BE INSTALLED IN THE CASEWORK. THE CONDUIT SHALL BE ROUTED TO THE CABLE TRAY ON THE 1ST LEVEL.
- A/V** A/V PLATE LOCATION; INSTALL A 12" WIDE x 6" TALL x 3" DEEP JUNCTION BOX FLUSH IN CASEWORK. JUNCTION BOX SHALL BE LOCATED 18" ABOVE THE BOTTOM OF THE CASEWORK. INSTALL TWO 2" CONDUITS AND ONE 1" CONDUIT FROM THE JUNCTION BOX TO THE CABLE TRAY ON THE 1ST LEVEL.
- A** A/V CAMERA LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE WALL AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE JUNCTION BOX TO THE CABLE TRAY ON THE 1ST LEVEL. MOUNTING HEIGHT SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO INSTALL.
- A** A/V CAMERA LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE CEILING AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE JUNCTION BOX TO THE CABLE TRAY ON THE 1ST LEVEL. MOUNTING HEIGHT SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO INSTALL.
- V** TV LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE WALL AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE JUNCTION BOX TO THE CABLE TRAY ON THE 1ST LEVEL. MOUNTING HEIGHT SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO INSTALL.
- V** TV LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE CEILING AT EACH LOCATION. INSTALL A 3/4" CONDUIT FROM THE JUNCTION BOX TO THE CABLE TRAY ON THE 1ST LEVEL. EXACT LOCATION SHALL BE COORDINATED WITH THE A/V CONTRACTOR PRIOR TO INSTALL.
- D** DCR LIGHT LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE WALL 12" ABOVE THE BOTTOM. INSTALL A 3/4" CONDUIT TO THE CABLE TRAY ON THE 1ST LEVEL.
- R** HEARING IMPAIRED IR LOCATION; INSTALL A JUNCTION BOX FLUSH IN THE WALL AT A HEIGHT TO BE DETERMINED BY THE A/V CONTRACTOR. INSTALL A 1" CONDUIT TO THE CABLE TRAY.

3.3 Requirements for Interoperability and Data Exchange Standards

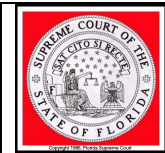
New applications being developed should have web based capabilities for records viewing. Any enhancements or upgrades to existing applications must include support for access through a web



browser for viewing of records. To the extent possible, access to add, change, and delete information should migrate toward web based interfaces. Scanning systems and other applications that directly interface with peripherals are more difficult to move to web based applications, but it is possible.

The technical standards listed below have been developed across all industry sectors and have the joint backing of many software development companies (e.g., Microsoft, Oracle, Sybase, IBM) that have recognized that information exchange and the resulting gains in productivity and efficiency are critical strategic goals of improved system performance.

- Software applications must support the following standards when applicable:
 - Presentation (for Web-based Applications)
 - Standards compliant XHTML 1.0/HTML 4.01 and later.
 - Standards compliant Cascading Style Sheets 2.1 and later.
 - Security - use industry-proven algorithms, techniques, platform-supplied infrastructure, and vendor-tested and supported technologies.
 - Application
 - Service Oriented Architecture (“SOA”) should be applied to applications.
 - Development processes such as Model-View-Controller (“MVC”).
 - The presentation layer should access information via a web service.
 - Where possible, code should be executed on the server (server-side code), not the client.
 - eXtensible Markup Language (“XML”).
 - Simple Object Access Protocol (“SOAP”).
 - Web Services and/or Representational State Transfer (“REST”) web services.
 - JSON (“Java Script Object Notation”).
 - American National Standards Institute Structured Query Language (“ANSI SQL”).
 - W3C ADA/508 compliance.
 - Open Database Connectivity (“ODBC”), Java Database Connectivity (“JDBC”), OLEDB, Database Native Clients.
 - Remote Procedure Call (“RPC”).
 - Security should use industry-proven algorithms, techniques, platform-supplied infrastructure, and vendor-tested and supported technologies. Application should handle errors at each layer and should be converted into a user readable language while displaying on the presentation tier. No sensitive security information (including the component name) should be presented on the user interface.
 - Storage
 - American National Standards Institute Structured Query Language (ANSI SQL).
 - Security should use industry-proven algorithms, techniques, platform-supplied infrastructure, and vendor-tested and supported technologies.



3.3.1 Data Transmission

Protocols for transmission, between distinct entities, of data governed by this document must be generally available, nonproprietary, and protected by the most secure methods reasonably available to all participants. Each repository of data shall provide its data in accordance with this document, the Data Exchange Standards, and such other standards as may be adopted under the authority of the Supreme Court.

3.3.2 Database Standards

Database connectivity to some databases may not be possible due to driver/network restrictions at the location. Each participating agency/entity should collaboratively develop a plan governing the connection to, accessing, and formatting the data maintained in the particular database source. These databases should:

- Be relational.
- Use ANSI SQL.
- Package ODBC and/or JDBC drivers with the database platform.
- Be secure - using industry-proven algorithms, techniques, platform-supplied infrastructure, and vendor-tested and supported technologies.
- Be backed up and have transaction logs running for recovery to point in time failures.
- Have a tested recovery plan.

3.3.3 Database Connectivity

A detailed system architecture should be defined that will meet the business requirements of judicial applications. The system architecture should describe the structure and organization of the information systems supporting specific circuit/county/judicial location functions, and provide the technical system specifications based on the functional requirements. It should describe the complete set of system and network infrastructure components that are installed or planned for installation. It should also include an approach to information sharing (database connectivity) and workflow coordination between business functions, external sources, and users of business information. Also, the architecture should define recommended drivers/middleware once the database and application development software for the system are finalized.

The communication technologies (database drivers) needed to allow transmittal and sharing of access to and utilization of information for various databases in the circuits may include:

- Open Database Connectivity (“ODBC”).
- Object Linking and Embedding (“OLE DB”).
- Java Database Connectivity (“JDBC”).
- Database Native Drivers

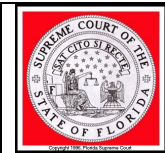
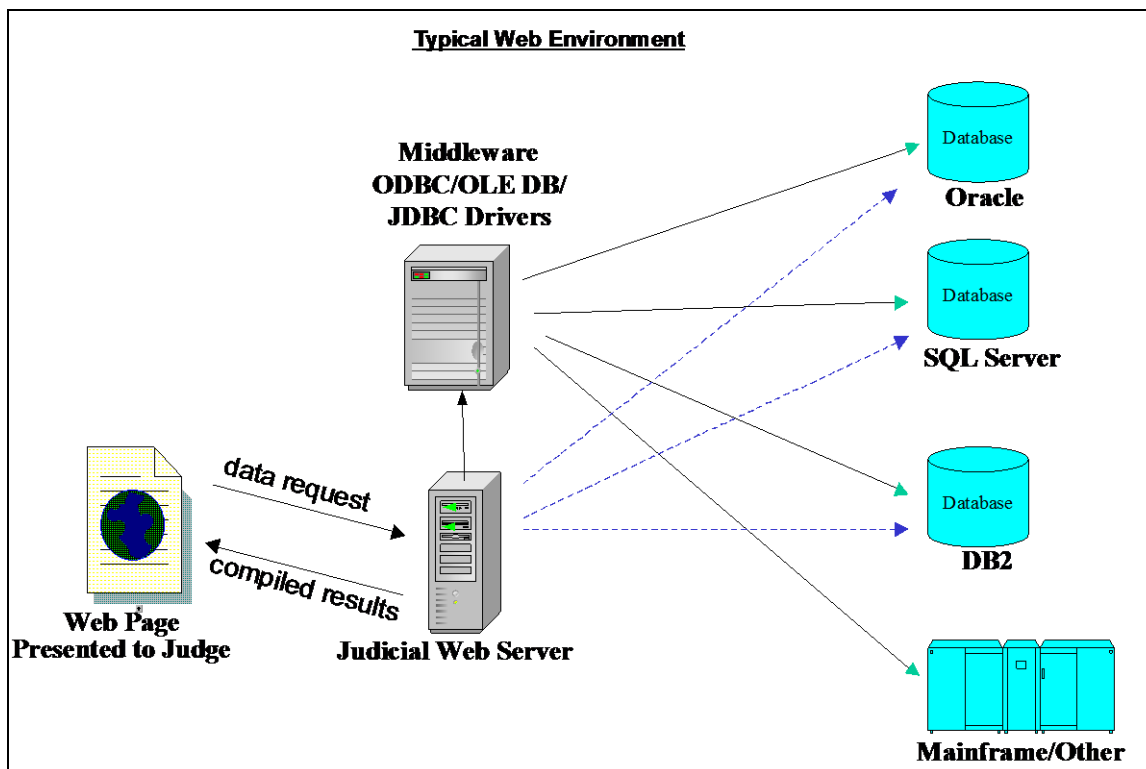


Figure 8. Conceptual Data Exchange Environment



3.3.4 Archival Storage of Electronic Documents

Electronic document image systems must accommodate the need to archive electronic images in a manner that will guarantee high fidelity rendering of that image in the present system as well as future systems and their storage format changes. Archival storage requirements of electronic media may range for 1 to 10 years, and each system must consider and address the challenges of delivering images seamlessly, without loss of fidelity, as changes occur over time. Archival storage formats used must be able to meet long term rendering requirements as well as have a method to meet ADA requirements/accommodations. An industry standard specifically developed for long term archival purposes is PDF/A. Where possible PDF/A is strongly encouraged. Other archival formats may also be used as long as they meet the fidelity and ADA requirements.

To address these issues, the PDF/A document format was created by the Association for Suppliers of Printing, Publishing and Converting Technologies and the Association for Information and

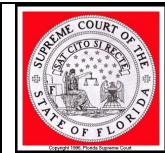


Image Management, and ratified by the International Standards Organization as standard ISO 19005. PDF/A is a restricted version of the popular PDF file format that helps ensure long-term retrieval.

Numerous agencies and institutions, including the U.S. Federal Court, are adopting PDF/A as their primary method of electronic document storage. A current listing is available at <http://www.pdfa.org/2011/06/recommendations-for-pdf/a/>

3.3.5 Access to Court Data and Documents

The clerk shall provide access to local data and local document images to the court. Access to data and document images can be accomplished directly via the local document image store, a real time replica of same, or a local web service. The chief judge of the circuit and the clerk of court of the respective county shall determine the development and maintenance specifications necessary to provide the requested data and document images. Costs associated with hardware, software, or creating the replicated database and maintenance specifications and the responsibility for payment of such costs shall be determined upon mutual agreement by the chief judge and the clerk.

3.4 Cloud Computing

There are unique opportunities and challenges with the advent of Cloud Computing. Cloud services are evolving at a fast pace that go beyond file storage.

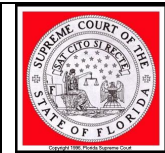
3.4.1 Approval Process

Due to the changing nature of cloud computing in the areas of storage and service offerings, moving the cloud can be beneficial financially, but also carries many risks. Therefore, the Chief Judge shall be informed of benefits and potential risks, and give approval before court records or court services are moved to a cloud service provider. Where applicable, cloud services must conform to CJIS standards.

Before court records/services are moved to a cloud service provider, the court or clerk of court shall provide a letter and migration plan to the Florida Courts Technology Commission ("FCTC") detailing the intended move, along with signature confirmation that the chief judge has reviewed and approved the migration.

3.4.2 Risks

- One of the major risks with cloud computing involves the accessibility of data/services upon termination of the hosting agreement due to formatting or proprietary storage protocols implemented by the vendor. Care should be given to ensure the data is returned in the same format in which it was migrated. Security and integrity of the court data may be at risk when



a contracted cloud service provider, who is also responsible for data security, is storing the data outside the monitoring capability of court/clerk staff. Care must be taken to ensure the security and integrity of court data and services. Security audits and reviews should be conducted. Security breaches should be properly and immediately reported. In all instances, the data will remain the property of the applicable jurisdiction within the State of Florida.

- Because SLAs can change often and with short notice, it is important that a plan be in place to monitor and audit the impact that such changes to agreements could have, and mitigate their impact.

3.4.3 Storage Restrictions

The location of cloud data storage is restricted based on the classifications below.

- Classification 1: Judicial Branch Records as defined in Florida Rules of Judicial Administration 2.420(b)(1):
 - Court Records
 - Administrative Records
- Classification 2: Logs (e.g., temporary files such as computer activity logs, scheduling polls that are short term files).

Data in classification 1 must reside within the United States, with the master copy as that term is defined by Florida law residing within the State of Florida. This will ensure jurisdiction remains within Florida. Data in classification 1 shall be encrypted, both in transit and at rest.

Data in classification 2 may be stored outside the United States, but the data must be stored in such a way as to facilitate copying of the data or a portion thereof in an amount of time similar to the amount of time such duplication would take if the data were stored within the State of Florida. The data must be available for such duplication for a time period at least as long as the applicable records retention period provided by Florida law.

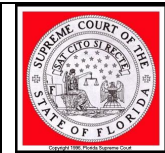
3.4.4 Best Practices

Best practices related to the security and integrity of data stored in the cloud should be followed either by practice (as identified in proposed cloud migration plans) or by contractual agreement. These include, but are not limited to:

- Encryption may be required for some types of email at rest and in route.
- Data encryption should be considered for storage of sensitive data on the cloud.
- Any agreement should include a clause prohibiting the use of court data for advertising or marketing, or any other use without the express written consent of the governing jurisdiction.
- Any agreement should include a clause requiring law enforcement to work through the custodian of the record when requesting access to records rather than direct access.

3.4.5 Resources

- [ISO 27018:2014 Compliant Cloud data privacy](#)



- Security
 - [Cloud Security Alliance: Cloud Control Matrix](#)
 - [PCI Security Standards](#)
 - [ISO/IEC 27001:2013](#)
 - [ISO/IEC 27002:2013](#)
- Justice Partner Compliance
 - [Criminal Justice Information Services \(CJIS\) compliance](#)
 - Compliance with Justice Partner standards for current & future integrations
- [Industry-verified conformity with global standards](#)

Appendix H – Remote Interpreting Pilot Project Costs

**REMOTE COURT INTERPRETING PILOT COSTS
FY 2013-2014**

FY 2013-2014 ALLOTMENT: \$100,000

FY 2013-2014 EXPENDITURES: \$99,991.66

PO #A935E3 - PRESIDIO NETWORK SOLUTIONS

OSCA ISS	PART DESCRIPTIONS			
	Cisco ASA 5525-X firewall security appliance			
	Cisco Business Edition 6000 UCS server			
	Cisco 2921 Voice Security Bundle router			
Statewide call manager	Cisco Unified Communications Essential support	\$34,502.19	PO Lines 1 & 10	Quote Lines 1-70
Discovery/design/installation fee	Presidio Fixed Labor Fee	\$2,600.00	PO Line 9	Quote Lines 133-134
		\$37,102.19		

7TH CIRCUIT	PART DESCRIPTIONS			
	Cisco TelePresence C40 video conferencing kit			
Courtroom set up (1)	Cisco TelePresence PrecisionHD camera	\$11,425.05	PO Line 2	Quote Lines 71-81
Interpreter office workstation (1)	Cisco TelePresence EX60 video conferencing kit	\$3,948.79	PO Line 3	Quote Lines 82-94
Jail Courtroom set up (1)	Cisco TelePresence SX20 Quick Set video conf. kit	\$5,533.50	PO Line 4	Quote Lines 95-109
Courtroom IP Phones (4)	Cisco Unified IP Phone 7945G	\$911.40	PO Line 5	Quote Line 110
	Cisco Unified IP Phone 7975G			
Interpreter IP phone (1)	Cisco Unified IP Phone Expansion Module 7916	\$581.25	PO Line 6	Quote Lines 111-112
Courtroom headsets (2)	Plantronics CS 520 headset	\$732.54	PO Line 7	Quote Lines 113-124
Interpreter headset (1)	Plantronics SSP2715 dual headset	\$166.43	PO Line 8	Quote Lines 125-132
Discovery/design/installation fee	Presidio Fixed Labor Fee	\$2,600.00	PO Line 9	Quote Lines 133-134
		\$25,898.96		

9TH CIRCUIT	PART DESCRIPTIONS			
Interpreter office workstation (1)	Cisco TelePresence EX60 video conferencing kit	\$3,948.79	PO Line 3	Quote Lines 82-94
	Cisco Unified IP Phone 7975G			
Interpreter IP phone (1)	Cisco Unified IP Phone Expansion Module 7916	\$581.25	PO Line 6	Quote Lines 111-112
Interpreter headset (1)	Plantronics SSP2715 dual headset	\$166.43	PO Line 8	Quote Lines 125-132
Discovery/design/installation fee	Presidio Fixed Labor Fee	\$2,600.00	PO Line 9	Quote Lines 133-134
		\$7,296.47		

14TH CIRCUIT	PART DESCRIPTIONS			
	Cisco TelePresence C40 video conferencing kit			
Courtroom set up (1)	Cisco TelePresence PrecisionHD camera	\$11,425.05	PO Line 2	Quote Lines 71-81
Courtroom IP Phones (2)	Cisco Unified IP Phone 7945G	\$455.70	PO Line 5	Quote Line 110
Courtroom headset (1)	Plantronics CS 520 headset	\$366.27	PO Line 7	Quote Lines 113-124
Discovery/design/installation fee	Presidio Fixed Labor Fee	\$2,600.00	PO Line 9	Quote Lines 133-134
		\$14,847.02		

16TH CIRCUIT	PART DESCRIPTIONS			
	Cisco TelePresence C40 video conferencing kit			
Courtroom set up (1)	Cisco TelePresence PrecisionHD camera	\$11,425.05	PO Line 2	Quote Lines 71-81
Courtroom IP Phones (2)	Cisco Unified IP Phone 7945G	\$455.70	PO Line 5	Quote Line 110
Courtroom headset (1)	Plantronics CS 520 headset	\$366.27	PO Line 7	Quote Lines 113-124
Discovery/design/installation fee	Presidio Fixed Labor Fee	\$2,600.00	PO Line 9	Quote Lines 133-134
		\$14,847.02		

**REMOTE COURT INTERPRETING PILOT COSTS
FY 2014-2015**

ORGANIZATION CODE 22-20-00-00-176	FY 2014-2015 ALLOTMENTS*	FY 2014-2015 EXPENDITURES	REMAINING BALANCES
CATEGORY 105420 - DUE PROCESS COSTS			
Pilot Equipment On-going Maintenance/Support (recurring):***	\$11,506.00		\$11,506.00
OSCA Backup Statewide Call Manager (non-recurring):	\$11,322.00	(\$11,635.05)	(\$313.05)
3rd Circuit - 2 Courtrooms (non-recurring):	\$24,984.00	(\$24,945.00)	\$39.00
7th Circuit - 1 Courtroom, 1 Interpreter Office (non-recurring):	\$17,282.00	(\$15,504.15)	\$1,777.85
15th Circuit - 1 Courtroom (non-recurring):**	\$12,225.00	(\$12,224.88)	\$0.12
Category Totals:	\$77,319.00	(\$64,309.08)	\$13,009.92
CATEGORY 040000 - EXPENSE			
Additional Statewide Network Bandwidth (recurring):****	\$4,109.00	(\$1,608.75)	\$2,500.25
Category Totals:	\$4,109.00	(\$1,608.75)	\$2,500.25
ORGANIZATION TOTALS	\$81,428.00	(\$65,917.83)	\$15,510.17

*\$81,428 was originally all placed in Category 105420. In April 2015, F&A/Budget shifted \$15,526 recurring bandwidth allotment to Category 040000 in order to pull correct object code when paying the MFN bills. In May 2015, F&A/Budget shifted \$11,417 back to Category 105420 so we could use funds to purchase the 15th Circuit equipment.

**At the 4/13/15 meeting, TCBC approved using remaining Court Interpreting funds to purchase new equipment for the 15th Circuit.

***Original allotment for recurring maintenance/support was \$12,314. Used \$808 of that for 15th Circuit equipment

****Original allotment for recurring network bandwidth increases was \$15,526. Used \$11,417 of that for 15th Circuit equipment

SUMMARY OF EQUIPMENT PURCHASES

OSCA ISS - BACKUP STATEWIDE CALL MANAGER

PO #: AB432C

VENDOR: PRESIDIO NETWORK SOLUTIONS

PRODUCTS:

CISCO BE6000 SERVER	\$5,831.90
CISCO SMARTNET HARDWARE SUPPORT	\$203.15
INSTALLATION SERVICES	\$5,600.00
	\$11,635.05

3RD CIRCUIT EQUIPMENT - 2 COURTROOM SET UPS

PO #: AB13A6

VENDOR: CDW-GOVERNMENT

PRODUCTS:

CISCO TELEPRESENCE SX80 CODEC PRECISION CAMERA (2)	\$22,880.00
CISCO UNIFIED IP PHONE 7942G (6)	\$1,185.00
SOFTWARE/SUBSCRIPTIONS	\$880.00
	\$24,945.00

7TH CIRCUIT EQUIPMENT - 1 COURTROOM, 1 INTERPRETER

PO #: ACD10A

VENDOR: PRESIDIO NETWORK SOLUTIONS

PUTNAM COUNTY COURTROOM PRODUCTS:

CISCO SX20 QUICKSET CAMERA (1)	\$5,742.00
CISCO UC PHONE 7821 (2)	\$359.60
PLANTRONICS WIRED HEADSET (1), CISCO WIRELESS HEADSET (1)	\$367.51
LICENSING & SUPPORT	\$681.95
INSTALLATION SERVICES	\$3,250.00
	\$10,401.06

VOLUSIA COUNTY INTERPRETER PRODUCTS:

CISCO DX80 VIDEO UNIT (1)	\$2,314.20
CISCO UC PHONE 7975 W/EXPANSION MODULE (1)	\$796.34
PLANTRONICS DUAL HEADSET (1)	\$170.85
LICENSING & SUPPORT	\$521.70
INSTALLATION SERVICES	\$1,300.00
	\$5,103.09

15TH CIRCUIT EQUIPMENT - 1 COURTROOM

PO #: ACF732

VENDOR: INSIGHT PUBLIC SECTOR

PRODUCTS:

CISCO SX20 QUICKSET HD VIDEO UNIT (1)	\$5,544.00
CISCO UC PHONE 7821 (2),	\$347.20
PLANTRONICS HEADSETS (3),	\$641.00
LICENSING & SUPPORT	\$1,397.68
INSTALLATION SERVICES	\$4,295.00
	\$12,224.88

**REMOTE COURT INTERPRETING PILOT COSTS
FY 2015-2016**

ORGANIZATION CODE 22-20-00-00-176 CATEGORY 105420 - DUE PROCESS COSTS EO: CK	FY 2015-2016 ALLOTMENTS	Y-T-D EXPENDITURES	REMAINING EXPENDITURES	REMAINING BALANCES
Hardware & Software Maintenance/Support (recurring):	\$12,314.00	(\$4,713.98)		\$7,600.02
Additional Statewide Network Bandwidth (recurring):	\$15,526.00	(\$4,983.28)		\$10,542.72
TOTALS:	\$27,840.00	(\$9,697.26)	\$0.00	\$18,142.74

SUMMARY OF EXPENDITURES:

Hardware maintenance - Smartnet - PO #AD1595 (Prosys)	\$2,145.14	
Software licensing/support - Smartnet - PO #AE1D07 (Prosys)	\$2,568.84	
DMS MFN Network - July invoice	\$305.46	Volusia Co. (7th CC) bandwidth increase
DMS MFN Network - August invoice	\$305.46	Volusia Co. (7th CC) bandwidth increase
DMS MFN Network - September invoice	\$305.46	Volusia Co. (7th CC) bandwidth increase
DMS MFN Network - October invoice	\$305.46	Volusia Co. (7th CC) bandwidth increase
DMS MFN Network - November invoice	\$305.46	Volusia Co. (7th CC) bandwidth increase
DMS MFN Network - December invoice	\$305.46	Volusia Co. (7th CC) bandwidth increase
DMS MFN Network - January invoice	\$305.46	Volusia Co. (7th CC) bandwidth increase
DMS MFN Network - February invoice	\$305.46	Volusia Co. (7th CC) bandwidth increase
DMS MFN Network - March invoice	\$305.46	Volusia Co. (7th CC) bandwidth increase
		Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$658.88: \$329.44 x 2 for Mar & Apr)
DMS MFN Network - April invoice*	\$964.34	
		Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - May invoice	\$634.90	
		Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - June invoice	<u>\$634.90</u>	
	\$9,697.26	

*Monroe Co. Bandwidth increase completed Mar. 2016 but billing didn't hit until April invoice. Backbilled for charges starting in March.

Updated: 9/26/2016

**REMOTE COURT INTERPRETING PILOT COSTS
FY 2016-2017**

ORGANIZATION CODE 22-20-00-00-176 CATEGORY 105420 - DUE PROCESS COSTS EO: CK	FY 2015-2016 ALLOTMENTS	Y-T-D EXPENDITURES	REMAINING EXPENDITURES	REMAINING BALANCES
Hardware & Software Licensing/Maintenance (recurring):	\$12,314.00	(\$11,000.40)		\$1,313.60
Additional Statewide Network Bandwidth (recurring):	\$15,526.00		(\$7,618.80)	\$7,907.20
TOTALS:	\$27,840.00	(\$11,000.40)	(\$7,618.80)	\$9,220.80

SUMMARY OF EXPENDITURES:

Hardware & software licensing/maintenance - Smartnet - PO #AF5BB9 (Prosys) \$11,000.40

REMAINING EXPENDITURES:

DMS MFN Network - July invoice	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - August invoice	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - September invoice	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - October invoice	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - November invoice	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - December invoice	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - January invoice	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - February invoice	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - March invoice	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - April invoice*	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - May invoice	\$634.90	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
DMS MFN Network - June invoice	<u>\$634.90</u>	Volusia Co. (7th CC) bandwidth increase (\$305.46) and Monroe Co. (16th CC) bandwidth increase (\$329.44)
	\$7,618.80	

Updated: 9/26/2016

Appendix I – Court Interpreting
Legislative Budget Request FY 2017-18
– Funding Request Amounts by Circuit

Remote Interpreting Implementation and Refresh for FY 2018-19

Funding Request by Circuit

Circuit	WS	CR	HR	Jail	Non-Recurring (Implementation)	Recurring (Refresh/Maint.)
1	2	4		1	\$82,059	\$0
2	1	2		1	\$48,106	\$0
3		3			\$42,459	\$0
4					\$0	\$6,128
5		26			\$367,978	\$21,345
6		11		4	\$212,295	\$3,792
7		1			\$14,153	\$11,993
8	3	15		7	\$328,307	\$0
9	9	2		1	\$93,282	\$0
10		36		4	\$566,120	\$1,237
11		35			\$495,355	\$3,195
12					\$0	\$252
13		8			\$113,224	\$513
14	1	17			\$246,248	\$0
15					\$0	\$23,350
16					\$0	\$7,162
17	5				\$28,235	\$4,440
18		6		2	\$113,224	\$0
19	1	2			\$33,953	\$1,021
20		2		2	\$56,612	\$0
Total	22	170	0	22	\$2,841,610	\$84,428

CR = Courtroom (Large/Ceremonial and Small to Midsize)

HR = Hearing Room (Integrated and Standalone)

WS = Interpreter Office Workstation

Estimated Maximum Costs	
Large/Ceremonial Courtroom	\$14,153
Small to Midsize Courtroom	
Integrated Hearing Room	N/A
Standalone Hearing Room	N/A
Court Reporter Stenography	N/A
Interpreter Office	\$5,647

Note: Actual costs vary by circuit based on local configurations and market conditions.

Appendix J – Additional Bandwidth Costs

FY 2018-19 Legislative Budget Request

Estimated Costs for Additional Bandwidth by Circuit

Circuit	Remote Interpreting Expansion	FY 17/18 LBR Total Amount Requested *	Provider (July 2017)	FY 17/18 Annual Circuit Network Costs	FY 18/19 Upgraded Annual Bandwidth Costs	FY 18/19 LBR Total Amount Requested*
1	Yes	\$73,160	DMS-MFN	\$69,494		\$139,989
2	Yes	\$71,665	DMS-MFN	\$59,507		\$119,013
3	Yes	\$113,531	DMS-MFN	\$93,323		\$186,646
4	No		DMS-MFN	\$17,268		
5	Yes	\$85,184	DMS-MFN/Century Link	\$42,592	\$160,642	\$160,642
6	Yes	\$42,086	DMS-MFN	\$21,043		\$42,085
7	Yes	\$114,168	DMS-MFN	\$58,481		\$116,962
8	Yes	\$232,068	DMS-MFN	\$116,034	\$148,263	\$148,263
9	Yes	\$11,512	DMS-MFN	\$5,756		\$11,512
10	Yes	\$56,371	DMS-MFN	\$42,266	\$74,707	\$74,707
11	Yes		DMS-MFN	\$5,756		
12	No		DMS-MFN	\$25,175		
13	Yes	\$31,472	DMS-MFN	\$15,736		\$31,472
14	Yes	\$96,366	DMS-MFN	\$80,391		\$160,782
15	Yes	\$11,512	DMS-MFN	\$10,278		\$20,556
16	Yes	\$31,472	DMS-MFN	\$15,736		\$31,472
17	No		DMS-MFN	\$15,736	\$40,924	\$40,924
18	Yes	\$13,086	DMS-MFN	\$11,512	\$29,366	\$29,366
19	Yes	\$39,155	DMS-MFN/AT&T/Comcast	\$36,672	\$40,924	\$40,924
20	Yes	\$116,048	DMS-MFN/Century Link	\$58,024		\$116,048
Total		\$1,138,856		\$800,781	\$494,827	\$1,471,366

Circuits where network costs have been doubled for remote interpreting expansion.

Circuits requesting additional bandwidth for current operations.

*Florida Department of Management Services will be migrating to MFN2 in FY 2017-18. Cost estimates may be adjusted based on this tra

SCHEDULE IX: MAJOR AUDIT FINDINGS AND RECOMMENDATIONS

Budget Period: 2018 - 19

Department: State Courts System

Chief Internal Auditor: Greg White

Budget Entity: All State Courts System Entities

Phone Number: 850-488-9123

(1) REPORT NUMBER	(2) PERIOD ENDING	(3) UNIT/AREA	(4) SUMMARY OF FINDINGS AND RECOMMENDATIONS	(5) SUMMARY OF CORRECTIVE ACTION TAKEN	(6) ISSUE CODE
None					

Fiscal Year 2018-19 LBR Technical Review Checklist

Department/Budget Entity (Service):	
Agency Budget Officer/OPB Analyst Name:	

A "Y" indicates "YES" and is acceptable, an "N/J" indicates "NO/Justification Provided" - these require further explanation/justification (additional sheets can be used as necessary), and "TIPS" are other areas to consider.

Action	Program or Service (Budget Entity Codes)					
	22010100	22010200	22100600	22300100	22300200	22350100

1. GENERAL

1.1 Are Columns A01, A04, A05, A23, A24, A25, A36, A93, IA1, IA5, IA6, IP1, IV1, IV3 and NV1 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for both the Budget and Trust Fund columns (no trust fund files for narrative columns)? Is Column A02 set to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status for the Trust Fund Files (the Budget Files should already be on TRANSFER CONTROL for DISPLAY and MANAGEMENT CONTROL for UPDATE)? Are Columns A06, A07, A08 and A09 for Fixed Capital Outlay (FCO) set to TRANSFER CONTROL for DISPLAY status only (UPDATE status remains on OWNER)? (CSDI)	Y
1.2 Is Column A03 set to TRANSFER CONTROL for DISPLAY and UPDATE status for both the Budget and Trust Fund columns? (CSDI)	Y

AUDITS:

1.3 Has Column A03 been copied to Column A12? Run the Exhibit B Audit Comparison Report to verify. (EXBR, EXBA)	Y
1.4 Has Column A12 security been set correctly to TRANSFER CONTROL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status? (CSDR, CSA)	Y
TIP The agency should prepare the budget request for submission in this order: 1) Lock columns as described above after all audits have been corrected, reports are complete, and data verified for final submission; 2) copy Column A03 to Column A12; and 3) set Column A12 column security to ALL for DISPLAY status and MANAGEMENT CONTROL for UPDATE status. A security control feature has been added to the LAS/PBS Web upload process that will require columns to be in the proper status before uploading.	

2. EXHIBIT A (EADR, EXA)

2.1 Is the budget entity authority and description consistent with the agency's LRPP and does it conform to the directives provided on page 59 of the LBR Instructions?	Y
2.2 Are the statewide issues generated systematically (estimated expenditures, nonrecurring expenditures, etc.) included?	Y
2.3 Are the issue codes and titles consistent with <i>Section 3</i> of the LBR Instructions (pages 15 through 29)? Do they clearly describe the issue?	Y

3. EXHIBIT B (EXBR, EXB)

3.1 Is it apparent that there is a fund shift where an appropriation category's funding source is different between A02 and A03? Were the issues entered into LAS/PBS correctly? Check D-3A funding shift issue 340XXX0 - a unique deduct and unique add back issue should be used to ensure fund shifts display correctly on the LBR exhibits.	Y
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AUDITS:

Action		Program or Service (Budget Entity Codes)					
		22010100	22010200	22100600	22300100	22300200	22350100
3.2	Negative Appropriation Category Audit for Agency Request (Columns A03 and A04): Are all appropriation categories positive by budget entity at the FSI level? Are all nonrecurring amounts less than requested amounts? (NACR, NAC - Report should print "No Negative Appropriation Categories Found")						Y
3.3	Current Year Estimated Verification Comparison Report: Is Column A02 equal to Column B07? (EXBR, EXBC - Report should print "Records Selected Net To Zero")						Y
TIP	Generally look for and be able to fully explain significant differences between A02 and A03.						
TIP	Exhibit B - A02 equal to B07: Compares Current Year Estimated column to a backup of A02. This audit is necessary to ensure that the historical detail records have not been adjusted. Records selected should net to zero.						
TIP	Requests for appropriations which require advance payment authority must use the sub-title "Grants and Aids". For advance payment authority to local units of government, the Aid to Local Government appropriation category (05XXXX) should be used. For advance payment authority to non-profit organizations or other units of state government, a Special Categories appropriation category (10XXXX) should be used.						
4. EXHIBIT D (EADR, EXD)							
4.1	Is the program component objective statement consistent with the agency LRPP, and does it conform to the directives provided on page 62 of the LBR Instructions?						Y
4.2	Is the program component code and title used correct?						Y
TIP	Fund shifts or transfers of services or activities between program components will be displayed on an Exhibit D whereas it may not be visible on an Exhibit A.						
5. EXHIBIT D-1 (ED1R, EXD1)							
5.1	Are all object of expenditures positive amounts? (This is a manual check.)						Y
AUDITS:							
5.2	Do the fund totals agree with the object category totals within each appropriation category? (ED1R, XD1A - Report should print "No Differences Found For This Report")						Y
5.3	FLAIR Expenditure/Appropriation Ledger Comparison Report: Is Column A01 less than Column B04? (EXBR, EXBB - Negative differences [with a \$5,000 allowance] need to be corrected in Column A01.)						Y
5.4	A01/State Accounts Disbursements and Carry Forward Comparison Report: Does Column A01 equal Column B08? (EXBR, EXBD - Differences [with a \$5,000 allowance at the department level] need to be corrected in Column A01.)						Yes, with rounding
TIP	If objects are negative amounts, the agency must make adjustments to Column A01 to correct the object amounts. In addition, the fund totals must be adjusted to reflect the adjustment made to the object data.						
TIP	If fund totals and object totals do not agree or negative object amounts exist, the agency must adjust Column A01.						
TIP	Exhibit B - A01 less than B04: This audit is to ensure that the disbursements and carry/certifications forward in A01 are less than FY 2016-17 approved budget. Amounts should be positive. The \$5,000 allowance is necessary for rounding.						

		Program or Service (Budget Entity Codes)					
Action		22010100	22010200	22100600	22300100	22300200	22350100
TIP	If B08 is not equal to A01, check the following: 1) the initial FLAIR disbursements or carry forward data load was corrected appropriately in A01; 2) the disbursement data from departmental FLAIR was reconciled to State Accounts; and 3) the FLAIR disbursements did not change after Column B08 was created.						
6. EXHIBIT D-3 (ED3R, ED3) (Not required in the LBR - for analytical purposes only.)							
6.1	Are issues appropriately aligned with appropriation categories?						Y
TIP	Exhibit D-3 is not required in the budget submission but may be needed for this particular appropriation category/issue sort. Exhibit D-3 is also a useful report when identifying negative appropriation category problems.						
7. EXHIBIT D-3A (EADR, ED3A) (Required to be posted to the Florida Fiscal Portal)							
7.1	Are the issue titles correct and do they clearly identify the issue? (See pages 15 through 29 of the LBR Instructions.)						Y
7.2	Does the issue narrative adequately explain the agency's request and is the explanation consistent with the LRPP? (See pages 67 through 69 of the LBR Instructions.)						Y
7.3	Does the narrative for Information Technology (IT) issue follow the additional narrative requirements described on pages 69 through 72 of the LBR Instructions?						Y
7.4	Are all issues with an IT component identified with a "Y" in the "IT COMPONENT?" field? If the issue contains an IT component, has that component been identified and documented?						Y
7.5	Does the issue narrative explain any variances from the Standard Expense and Human Resource Services Assessments package? Is the nonrecurring portion in the nonrecurring column? (See pages E.4 through E.6 of the LBR Instructions.)						Y
7.6	Does the salary rate request amount accurately reflect any new requests and are the amounts proportionate to the Salaries and Benefits request? Note: Salary rate should always be annualized.						Y
7.7	Does the issue narrative thoroughly explain/justify all Salaries and Benefits amounts entered into the Other Salary Amounts transactions (OADA/C)? Amounts entered into OAD are reflected in the Position Detail of Salaries and Benefits section of the Exhibit D-3A. (See pages 95 and 96 of the LBR Instructions.)						Y
7.8	Does the issue narrative include the Consensus Estimating Conference forecast, where appropriate?						Y
7.9	Does the issue narrative reference the specific county(ies) where applicable?						Y
7.10	Do the 160XXX0 issues reflect budget amendments that have been approved (or in the process of being approved) and that have a recurring impact (including Lump Sums)? Have the approved budget amendments been entered in Column A18 as instructed in Memo #18-005?						Y
7.11	When appropriate are there any 160XXX0 issues included to delete positions placed in reserve in the OPB Position and Rate Ledger (e.g. unfunded grants)? Note: Lump sum appropriations not yet allocated should <u>not</u> be deleted. (PLRR, PLMO)						Y
7.12	Does the issue narrative include plans to satisfy additional space requirements when requesting additional positions?						Y
7.13	Has the agency included a 160XXX0 issue and 210XXXX and 260XXX0 issues as required for lump sum distributions?						Y
7.14	Do the amounts reflect appropriate FSI assignments?						Y

		Program or Service (Budget Entity Codes)					
		22010100	22010200	22100600	22300100	22300200	22350100
Action							
7.15	Are the 33XXXX0 issues negative amounts only and do not restore nonrecurring cuts from a prior year or fund any issues that net to a positive or zero amount? Check D-3A issues 33XXXX0 - a unique issue should be used for issues that net to zero or a positive amount.						Y
7.16	Do the issue codes relating to special <i>salary and benefits</i> issues (e.g., position reclassification, pay grade adjustment, overtime/on-call pay, etc.) have an "A" in the fifth position of the issue code (XXXXAXX) and are they self-contained (not combined with other issues)? (See pages 28 and 90 of the LBR Instructions.)						Y
7.17	Do the issues relating to <i>Information Technology (IT)</i> have a "C" in the sixth position of the issue code (36XXXXCX) and are the correct issue codes used (361XXC0, 362XXC0, 363XXC0, 17C01C0, 17C02C0, 17C03C0, 24010C0, 33001C0, 30010C0, 33011C0, 160E470, 160E480 or 55C01C0)?						Y
7.18	Are the issues relating to <i>major audit findings and recommendations</i> properly coded (4A0XXX0, 4B0XXX0)?						Y
7.19	Does the issue narrative identify the strategy or strategies in the Five Year Statewide Strategic Plan for Economic Development?						Y
AUDIT:							
7.20	Does the General Revenue for 160XXXX (Adjustments to Current Year Expenditures) issues net to zero? (GENR, LBR1)						Yes, with the exception of one BA that increased trust fund budget authority
7.21	Does the General Revenue for 180XXXX (Intra-Agency Reorganizations) issues net to zero? (GENR, LBR2)						Y
7.22	Does the General Revenue for 200XXXX (Estimated Expenditures Realignment) issues net to zero? (GENR, LBR3)						Y
7.23	Have FCO appropriations been entered into the nonrecurring column (A04)? (GENR, LBR4 - Report should print "No Records Selected For Reporting" or a listing of D-3A issue(s) assigned to Debt Service (IOE N) or in some cases State Capital Outlay - Public Education Capital Outlay (IOE L))						Y
TIP	Salaries and Benefits amounts entered using the OADA/C transactions must be thoroughly justified in the D-3A issue narrative. Agencies can run OADA/OADR from STAM to identify the amounts entered into OAD and ensure these entries have been thoroughly explained in the D-3A issue narrative.						
TIP	The issue narrative must completely and thoroughly explain and justify each D-3A issue. Agencies must ensure it provides the information necessary for the OPB and legislative analysts to have a complete understanding of the issue submitted. Thoroughly review pages 67 through 72 of the LBR Instructions.						
TIP	Check BAPS to verify status of budget amendments. Check for reapprovals not picked up in the General Appropriations Act. Verify that Lump Sum appropriations in Column A02 do not appear in Column A03. Review budget amendments to verify that 160XXX0 issue amounts correspond accurately and net to zero for General Revenue funds.						
TIP	If an agency is receiving federal funds from another agency the FSI should = 9 (Transfer - Recipient of Federal Funds). The agency that originally receives the funds directly from the federal agency should use FSI = 3 (Federal Funds).						

	Program or Service (Budget Entity Codes)					
Action	22010100	22010200	22100600	22300100	22300200	22350100

TIP If an appropriation made in the FY 2017-18 General Appropriations Act duplicates an appropriation made in substantive legislation, the agency must create a unique deduct nonrecurring issue to eliminate the duplicated appropriation. Normally this is taken care of through line item veto.	
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8. SCHEDULE I & RELATED DOCUMENTS (SC1R, SC1 - Budget Entity Level or SC1R, SC1D - Department Level) (Required to be posted to the Florida Fiscal Portal)

8.1	Has a separate department level Schedule I and supporting documents package been submitted by the agency?	Y
8.2	Has a Schedule I and Schedule IB been completed in LAS/PBS for each operating trust fund?	Y
8.3	Have the appropriate Schedule I supporting documents been included for the trust funds (Schedule IA, Schedule IC, and Reconciliation to Trial Balance)?	Y
8.4	Have the Examination of Regulatory Fees Part I and Part II forms been included for the applicable regulatory programs?	Y
8.5	Have the required detailed narratives been provided (5% trust fund reserve narrative; method for computing the distribution of cost for general management and administrative services narrative; adjustments narrative; revenue estimating methodology narrative; fixed capital outlay adjustment narrative)?	Y
8.6	Has the Inter-Agency Transfers Reported on Schedule I form been included as applicable for transfers totaling \$100,000 or more for the fiscal year?	Y
8.7	If the agency is scheduled for the annual trust fund review this year, have the Schedule ID and applicable draft legislation been included for recreation, modification or termination of existing trust funds?	Y
8.8	If the agency is scheduled for the annual trust fund review this year, have the necessary trust funds been requested for creation pursuant to section 215.32(2)(b), Florida Statutes - including the Schedule ID and applicable legislation?	Y
8.9	Are the revenue codes correct? In the case of federal revenues, has the agency appropriately identified direct versus indirect receipts (object codes 000700, 000750, 000799, 001510 and 001599)? For non-grant federal revenues, is the correct revenue code identified (codes 000504, 000119, 001270, 001870, 001970)?	Y
8.10	Are the statutory authority references correct?	Y
8.11	Are the General Revenue Service Charge percentage rates used for each revenue source correct? (Refer to section 215.20, Florida Statutes, for appropriate General Revenue Service Charge percentage rates.)	Y
8.12	Is this an accurate representation of revenues based on the most recent Consensus Estimating Conference forecasts?	Y
8.13	If there is no Consensus Estimating Conference forecast available, do the revenue estimates appear to be reasonable?	Y
8.14	Are the federal funds revenues reported in Section I broken out by individual grant? Are the correct CFDA codes used?	Y
8.15	Are anticipated grants included and based on the state fiscal year (rather than federal fiscal year)?	Y
8.16	Are the Schedule I revenues consistent with the FSI's reported in the Exhibit D-3A?	Y
8.17	If applicable, are nonrecurring revenues entered into Column A04?	Y

Action		Program or Service (Budget Entity Codes)					
		22010100	22010200	22100600	22300100	22300200	22350100
8.18	Has the agency certified the revenue estimates in columns A02 and A03 to be the latest and most accurate available? Does the certification include a statement that the agency will notify OPB of any significant changes in revenue estimates that occur prior to the Governor's Budget Recommendations being issued?					Y	
8.19	Is a 5% trust fund reserve reflected in Section II? If not, is sufficient justification provided for exemption? Are the additional narrative requirements provided?					Y	
8.20	Are appropriate General Revenue Service Charge nonoperating amounts included in Section II?					Y	
8.21	Are nonoperating expenditures to other budget entities/departments cross-referenced accurately?					Y	
8.22	Do transfers balance between funds (within the agency as well as between agencies)? (See also 8.6 for required transfer confirmation of amounts totaling \$100,000 or more.)					Y	
8.23	Are nonoperating expenditures recorded in Section II and adjustments recorded in Section III?					Y	
8.24	Are prior year September operating reversions appropriately shown in column A01, Section III?					Y	
8.25	Are current year September operating reversions (if available) appropriately shown in column A02, Section III?					Y	
8.26	Does the Schedule IC properly reflect the unreserved fund balance for each trust fund as defined by the LBR Instructions, and is it reconciled to the agency accounting records?					Y	
8.27	Has the agency properly accounted for continuing appropriations (category 13XXXX) in column A01, Section III?					Y	
8.28	Does Column A01 of the Schedule I accurately represent the actual prior year accounting data as reflected in the agency accounting records, and is it provided in sufficient detail for analysis?					Y	
8.29	Does Line I of Column A01 (Schedule I) equal Line K of the Schedule IC?					Y	
AUDITS:							
8.30	Is Line I a positive number? (If not, the agency must adjust the budget request to eliminate the deficit).					Y	
8.31	Is the June 30 Adjusted Unreserved Fund Balance (Line I) equal to the July 1 Unreserved Fund Balance (Line A) of the following year? If a Schedule IB was prepared, do the totals agree with the Schedule I, Line I? (SC1R, SC1A - Report should print "No Discrepancies Exist For This Report")					Y	
8.32	Has a Department Level Reconciliation been provided for each trust fund and does Line A of the Schedule I equal the CFO amount? If not, the agency must correct Line A. (SC1R, DEPT)					Y	
8.33	Has a Schedule IB been provided for ALL trust funds having an unreserved fund balance in columns A01, A02 and/or A03, and if so, does each column's total agree with line I of the Schedule I?					Y	
8.34	Have A/R been properly analyzed and any allowances for doubtful accounts been properly recorded on the Schedule IC?					Y	
TIP	The Schedule I is the most reliable source of data concerning the trust funds. It is very important that this schedule is as accurate as possible!						

		Program or Service (Budget Entity Codes)					
Action		22010100	22010200	22100600	22300100	22300200	22350100
TIP	Determine if the agency is scheduled for trust fund review. (See page 128 of the LBR Instructions.) Transaction DFTR in LAS/PBS is also available and provides an LBR review date for each trust fund.						
TIP	Review the unreserved fund balances and compare revenue totals to expenditure totals to determine and understand the trust fund status.						
TIP	Typically nonoperating expenditures and revenues should not be a negative number. Any negative numbers must be fully justified.						
9. SCHEDULE II (PSCR, SC2)							
AUDIT:							
9.1	Is the pay grade minimum for salary rate utilized for positions in segments 2 and 3? (BRAR, BRAA - Report should print "No Records Selected For This Request") Note: Amounts other than the pay grade minimum should be fully justified in the D-3A issue narrative. (See <i>Base Rate Audit</i> on page 158 of the LBR Instructions.)	Yes, exceptions are justified in the D-3A Issue Narrative					
10. SCHEDULE III (PSCR, SC3)							
10.1	Is the appropriate lapse amount applied? (See page 93 of the LBR Instructions.)	Y					
10.2	Are amounts in <i>Other Salary Amount</i> appropriate and fully justified? (See page 96 of the LBR Instructions for appropriate use of the OAD transaction.) Use OADI or OADR to identify agency other salary amounts requested.	Y					
11. SCHEDULE IV (EADR, SC4)							
11.1	Are the correct Information Technology (IT) issue codes used?	Y					
TIP	If IT issues are not coded (with "C" in 6th position or within a program component of 1603000000), they will not appear in the Schedule IV.						
12. SCHEDULE VIIIA (EADR, SC8A)							
12.1	Is there only one #1 priority, one #2 priority, one #3 priority, etc. reported on the Schedule VIII-A? Are the priority narrative explanations adequate? Note: FCO issues can be included in the priority listing.	Y					
13. SCHEDULE VIIIB-1 (EADR, S8B1)							
13.1	NOT REQUIRED FOR THIS YEAR	N/A					
14. SCHEDULE VIIIB-2 (EADR, S8B2) (Required to be posted to the Florida Fiscal Portal)							
14.1	Do the reductions comply with the instructions provided on pages 102 through 104 of the LBR Instructions regarding a 10% reduction in recurring General Revenue and Trust Funds, including the verification that the 33BXXX0 issue has NOT been used? Verify that excluded appropriation categories and funds were not used (e.g. funds with FSI 3 and 9, etc.)	Y					
15. SCHEDULE VIIIC (EADR, S8C) (This Schedule is optional, but if included it is required to be posted to the Florida Fiscal Portal)							
15.1	Does the schedule display reprioritization issues that are each comprised of two unique issues - a deduct component and an add-back component which net to zero at the department level?	N/A					
15.2	Are the priority narrative explanations adequate and do they follow the guidelines on pages 105-107 of the LBR instructions?	N/A					
15.3	Does the issue narrative in A6 address the following: Does the state have the authority to implement the reprioritization issues independent of other entities (federal and local governments, private donors, etc.)? Are the reprioritization issues an allowable use of the recommended funding source?	N/A					

	Program or Service (Budget Entity Codes)					
Action	22010100	22010200	22100600	22300100	22300200	22350100

AUDIT:

15.6 Do the issues net to zero at the department level? (GENR, LBR5)	N/A
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16. SCHEDULE XI (USCR,SCXI) (LAS/PBS Web - see pages 108-112 of the LBR Instructions for detailed instructions) (Required to be posted to the Florida Fiscal Portal in Manual Documents)

16.1 Agencies are required to generate this spreadsheet via the LAS/PBS Web. The Final Excel version no longer has to be submitted to OPB for inclusion on the Governor's Florida Performs Website. (Note: Pursuant to section 216.023(4) (b), Florida Statutes, the Legislature can reduce the funding level for any agency that does not provide this information.)	Y
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16.2 Do the PDF files uploaded to the Florida Fiscal Portal for the LRPP and LBR match?	Y
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AUDITS INCLUDED IN THE SCHEDULE XI REPORT:

16.3 Does the FY 2016-17 Actual (prior year) Expenditures in Column A36 reconcile to Column A01? (GENR, ACT1)	
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16.4 None of the executive direction, administrative support and information technology statewide activities (ACT0010 thru ACT0490) have output standards (Record Type 5)? (Audit #1 should print "No Activities Found")	Y
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16.5 Does the Fixed Capital Outlay (FCO) statewide activity (ACT0210) only contain 08XXXX or 14XXXX appropriation categories? (Audit #2 should print "No Operating Categories Found")	Y
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16.6 Has the agency provided the necessary standard (Record Type 5) for all activities which <u>should</u> appear in Section II? (Note: Audit #3 will identify those activities that do NOT have a Record Type '5' and have not been identified as a 'Pass Through' activity. These activities will be displayed in Section III with the 'Payment of Pensions, Benefits and Claims' activity and 'Other' activities. Verify if these activities should be displayed in Section III. If not, an output standard would need to be added for that activity and the Schedule XI submitted again.)	Y
--	---

16.7 Does Section I (Final Budget for Agency) and Section III (Total Budget for Agency) equal? (Audit #4 should print "No Discrepancies Found")	Yes, with rounding. Rounding difference is justified on the audit page included in the manual documents.
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TIP If Section I and Section III have a small difference, it may be due to rounding and therefore will be acceptable.	
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17. MANUALLY PREPARED EXHIBITS & SCHEDULES (Required to be posted to the Florida Fiscal Portal)

17.1 Do exhibits and schedules comply with LBR Instructions (pages 113 through 155 of the LBR Instructions), and are they accurate and complete?	Y
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17.2 Does manual exhibits tie to LAS/PBS where applicable?	Y
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17.3 Are agency organization charts (Schedule X) provided and at the appropriate level of	Y
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17.4 Does the LBR include a separate Schedule IV-B for each IT project over \$1 million (see page 131 of the LBR instructions for exceptions to this rule)? Have all IV-Bs been emailed to: IT@LASPBS.STATE.FL.US?	Y
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17.5 Are all forms relating to Fixed Capital Outlay (FCO) funding requests submitted in the proper form, including a Truth in Bonding statement (if applicable) ?	Y
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AUDITS - GENERAL INFORMATION

TIP Review <i>Section 6: Audits</i> of the LBR Instructions (pages 157-159) for a list of audits and their descriptions.	
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	Program or Service (Budget Entity Codes)					
Action	22010100	22010200	22100600	22300100	22300200	22350100

TIP	Reorganizations may cause audit errors. Agencies must indicate that these errors are due to an agency reorganization to justify the audit error.	
18. CAPITAL IMPROVEMENTS PROGRAM (CIP) (Required to be posted to the Florida Fiscal Portal)		
18.1	Are the CIP-2, CIP-3, CIP-A and CIP-B forms included?	Y
18.2	Are the CIP-4 and CIP-5 forms submitted when applicable (see CIP Instructions)?	Y
18.3	Do all CIP forms comply with CIP Instructions where applicable (see CIP Instructions)?	Y
18.4	Does the agency request include 5 year projections (Columns A03, A06, A07, A08 and A09)?	Y
18.5	Are the appropriate counties identified in the narrative?	Y
18.6	Has the CIP-2 form (Exhibit B) been modified to include the agency priority for each project and the modified form saved as a PDF document?	Y
TIP	Requests for Fixed Capital Outlay appropriations which are Grants and Aids to Local Governments and Non-Profit Organizations must use the Grants and Aids to Local Governments and Non-Profit Organizations - Fixed Capital Outlay major appropriation category (140XXX) and include the sub-title "Grants and Aids". These appropriations utilize a CIP-B form as justification.	
19. FLORIDA FISCAL PORTAL		
19.1	Have all files been assembled correctly and posted to the Florida Fiscal Portal as outlined in the Florida Fiscal Portal Submittal Process?	Y