



13th Judicial Circuit Court

Technology Services 2013 Annual Report

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Technology Services Supervisor

TABLE OF CONTENTS

TABLE OF CONTENTS	2
STAFF AND RESPONSIBILITIES	3
TECHNOLOGY AREAS SUPPORTED	4
NETWORK COMPONENTS	4
AUDIO/VISUAL	4
TELEPHONE.....	5
GENERAL SUPPORT	5
APPLICATIONS MANAGEMENT	5
CONFIGURATION OVERVIEW.....	6
ASSETS	7
Asset Tracking.....	7
Workstations.....	7
Printers	7
Video-Conferencing.....	7
Conference Telephones	7
Other Courtroom Technology.....	7
Enterprise Software.....	8
Software Developed by Technology Services	8
Other Third-Party Software	8
2013 ACCOMPLISHMENTS.....	9
Boone Ceremonial Courtroom Renovation	9
Boone Courtroom 2South Renovation	9
Callaway Juvenile Office Wireless Access Point	9
Case Scheduler	10
Electronic Filing (eFiling) & Electronic Bench (eBench).....	10
FCIP Data Collection.....	11
FTR (Sound Recording)	11
Language Line.....	12
Technology Help Web Site.....	12
Technology Services Task Management	12
Training Conducted	13
Training Repository	13
Windows 7 Upgrades	13
2014 UPCOMING ACTIVITIES	14
Booking Software	14
Court Services Rewrite.....	14
eFiling and eBench.....	14
Workstation Replacement and Windows 7	14
Application Updates	14
APPENDIX A.....	15
Workload Analysis.....	15

STAFF AND RESPONSIBILITIES

The Technology Services unit of the 13th Circuit is staffed by 3 people:

Steve Smith, Supervisor

- Staff Supervision
- Technical Project Management
- Hardware, Software and Network Management
- Applications Development
- Technology Bid & Contract Preparation and Review
- Training & User Manuals

Paul Christus

- Hardware, Software and Network Management
- Help Desk & End-User Support

Nicholas Stultz

- Applications Development

Staff Changes in 2013

- None

TECHNOLOGY AREAS SUPPORTED

Summary of the technology-related components managed and activities routinely performed by the unit:

NETWORK COMPONENTS

Network Management

- User & computer network account management
- Work w/ patch panels / patch cables / switches / hubs
- Work with Office of State Courts Administrator (OSCA) staff to resolve network-related issues

Workstations

- Install/configure operating system (*Windows XP & Windows 7*)
- Install/configure numerous software products
- Locate and eradicate viruses and other mal-ware
- Manage workstations and work with user issues over the phone & in person

Servers & Storage Devices

- Install/configure operating system (*Windows 2008 & Linux*)
- Manage RAID devices (servers and Network Attached Storage)

Printers & Multi-Function Devices

- Set up/configure network printers & multi-function devices
- Program printers for scanning / email
- Perform minor printer repairs / routine maintenance

Video Conferencing Technologies

- Program video conferencing devices
- Work with multi-media bridge to schedule/manage video conferences

AUDIO/VISUAL

Courtroom Sound Systems

- Work with microphones, speakers, amplifiers & XLR cabling
- Manage vendors troubleshooting and resolving issues

Video

- Work with projectors & document cameras
- Convert media files

TELEPHONE

Telephones

- Set up/retrieval of portable conference phones
- Work with phone company regarding programming changes
- Work with patch panels to route internal phone lines

GENERAL SUPPORT

Support

- Manage Help Desk requests
- Work closely with other government technical entities

Technology Training

- Train users in office products
- Train users in use of video conferencing components
- Develop & manage technology-related training materials

Security

- Extract video recordings of courthouse incidents to DVD
- Configure software managing courthouse door locks

Other

- Develop & update technical documentation
- Manage technical inventory

APPLICATIONS MANAGEMENT

Development

- Create new local applications as needs are identified
- Work with local users to enhance locally-developed applications as needed

Reporting

- Create and manage ad-hoc reports using COGNOS (judiciary's reporting tool)
- Extract court case data to spreadsheets as needs are identified

CONFIGURATION OVERVIEW

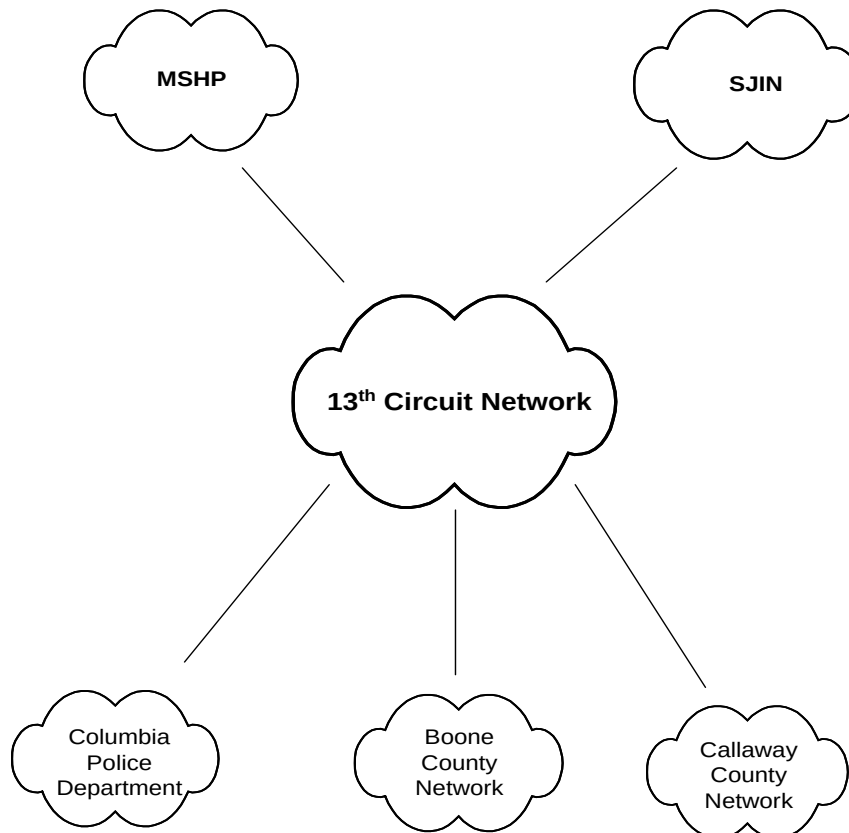
The computer network utilized by the 13th Circuit is part of the larger Statewide Judicial Information Network (SJIN) managed by the OSCA. The SJIN is the backbone that interconnects all trial and appellate courts in Missouri.

OSCA provides to the courts certain hardware components and software products utilized by all judiciary sites including file, print and database servers, communications devices and other myriad technical devices that allow components to work seamlessly. Over the years many of these services have been consolidated into two judicial data centers located in different geographical locations within Missouri.

OSCA provides and manages enterprise-wide software products such as the court case management software (JIS), juror software (JMS), email, office automation products, Case.Net and “Your Missouri Courts” (the judicial website) among others.

Technical components unique to the 13th Circuit are located within the Boone and Callaway county locations and managed by Technology Services staff. The unit develops and manages software applications used solely by the 13th Circuit. It also installs and manages purchased “off-the-shelf” software not provided by OSCA such as accounting and various office products.

Additionally, the 13th Circuit network interacts with the networks of Boone County, Callaway County, the Columbia Police Department, and the Missouri State Highway Patrol. The result is a blended responsibility and cooperation among circuit, state and local government entities.



ASSETS

Asset Tracking

The Technology Services unit uses an internally-developed application to track the various technology assets of the circuit. This includes both hardware and software assets. Some assets are owned by Boone County, some by Callaway County, and others by OSCA. However, the Technology Services unit tracks and manages such components regardless of their ownership.

At the end of 2013 the unit tracked the following technical assets:

Hardware

- Boone-owned: 634
- Callaway-owned: 169
- State-owned: 130

The majority of hardware assets are workstations, monitors and printers.

Licensed Software*

- Boone-owned: 58 licenses
- Callaway-owned: 4 licenses

*Note: *Licensed software* refers to software purchased under a software license agreement. Examples include Case Catalyst used by the court reporters, FTR for sound recording, and Quickbooks utilized by the Boone Circuit Clerk's office and both Juvenile offices. Such products can be installed only on workstations as agreed to in the licensing agreements.

A number of other *non-licensed* products are provided free-of-charge by a vendor or by the state are also used. Examples include the MULES software provided by the Missouri State Highway Patrol, MACSS provided by Missouri Department of Social Services, and the AS/400 terminal emulation product provided by Boone County IT. Until 2013 the Technology Services unit did not track these installations in the Asset Tracker. During 2013

Technology Services staff began tracking installations of non-licensed products as well.

Workstations

The 13th Circuit utilizes approximately 212 workstations (99 provided by the state) and approximately 47 notebook computers (12 provided by the state). The operating system for devices is Windows XP or Windows 7.

Printers

The 13th Circuit utilizes approximately 112 network and local printers, 7 of which are provided by the state.

Video-Conferencing

The circuit utilizes video-conferencing equipment to help reduce overall costs for staff travel for meetings and prisoner transport. There are five mobile units and units built into the Ground Floor, 2South, 3West and Ceremonial courtrooms of the Boone County Courthouse.

Conference Telephones

The Boone County Circuit Court routinely sees case participants who either do not speak English fluently, or do not speak English at all. The court sometimes accommodates non-English speakers by using phone interpreter services through Language Select or Language Line whereby interpreters are available on short notice to provide language interpreting services over the telephone.

Other Courtroom Technology

The 2 South courtroom has teleconferencing and video conferencing abilities. Additionally, the 3 West and Ceremonial courtrooms in the Boone County Courthouse have technology components for evidence presentation, teleconferencing and video conferencing.

The Technology Services unit can also provide portable document cameras, LCD projectors and projection screens as needed.

NOTE: This lists the major products in use, but is not an exhaustive list of software items.

Enterprise Software

Product	Primary Use
Windows XP & Windows 7	Operating system
Office XP & Office 2010	Office automation
JIS	Court case management
OSCA Reports	Court case reporting
COGNOS	Ad-hoc reporting
JMS/JUROR	Jury management
Lotus Notes	Email, calendaring, instant messaging, & applications
Case.net	Court case viewing online
MACSS	Mo Automated Child Support System
MULES	Mo Uniform Law Enforcement System
eFiling	Allows attorneys to file case documents electronically (Callaway only)
eBench	Allows judges to electronically manage the court docket (Callaway only)

Software Developed by Technology Services

Product	Primary Use
Court Services	Client management (bonds, detention, etc.)
Fines & Costs	Client management (fines, costs)
CCTS	Modules for Focus on Kids, JJC Case Management, Case Scheduler
Technology Assets	Manage technology inventory
Contracts Repository	Manage local procurement / management contracts
Attorney Conflict Calendar	Reporting calendar conflicts for attorneys
Budget	In-house budgets for Court Administration, Circuit Clerk, and JJC
Case Scheduler	Schedules cases going to trial

Other Third-Party Software

Case Catalyst	Court reporter transcription
Quickbooks	Juvenile office accounting & Boone Circuit Clerk's office accounting
Nutrikids	Track nutritional information at JJC
Records Management	Track arrests, booking information
Dreamweaver	Web site management
Cookin' with Pillsbury	Recipe management for JJC
Proxiguard	Detention checks at JJC
Jail View	Allows select court staff access to Boone county jail records
Justice Web View	Allows select court staff to access City of Columbia municipal case data
wIntegrate	Allows select Juvenile staff access to City of Columbia records
FTR	Courtroom sound recording

2013 ACCOMPLISHMENTS

Boone Ceremonial Courtroom Renovation

In 2013 significant technology-related work was performed to add several new capabilities to the Ceremonial Courtroom in the Boone County Courthouse.

A committee was formed with representatives from the Boone County commission, court, prosecuting attorney, public defender, Boone County bar, Boone County IT, the Office of State Courts Administrator, and others. The committee, along with guidance from a consultant, developed, issued and evaluated a Request for Proposals and ultimately awarded a contract to TSI headquartered in St. Charles, Missouri.

Major goals of the renovation were to add technologies similar to those in the 3 West courtroom, but also keep the historical context of the courtroom. To accommodate this desire several of the technology components were located in a separate adjoining room. Other components left in the courtroom are often positioned out of sight when not needed.

Viewing

Monitors were added at the bench, witness stand, court reporter station and both attorney tables to allow viewing of evidence. Additionally, a large projection screen was added that rises from behind the bench when needed and retracted when not. Most of the jury and those in the gallery can view this large projection screen. A separate large screen monitor was added to augment jury viewing. This monitor is hidden in a cabinet when not in use.

Audio

A new sound system was installed that includes two large speakers placed high on the wall of the courtroom, table speakers for judge, witness, court reporters, attorneys and jury. The speakers that were in the public area were removed.

Microphones are placed strategically at the bench, witness stand, attorney tables, lectern, and jury box. Four wireless microphones are

also available to augment the wired microphones or to accommodate a speaker who walks around the courtroom.

Video Sources

Video and audio can be input from several different sources including notebooks used at attorney tables or the lectern, from a DVD/Blu-Ray player, and even the judge's computer.

Video Conferencing

Quad-screen video conferencing capabilities similar to those in other courtrooms were added. Video conferencing with prisoners incarcerated at the Department of Corrections facilities reduces the need for prisoner transport and increases safety.

Teleconferencing

The courtroom microphones and speakers can be engaged to participate in a telephone conference.

Boone Courtroom 2 South Renovation

In 2013 both video conferencing and teleconferencing capabilities were added to the 2 South courtroom in the Boone County courthouse. The quad-screen video conferencing configuration utilizes ceiling-mounted cameras along with table-mounted monitors, microphones and speakers and has the same video conferencing capabilities as other courtrooms.

Due to the relatively small size of the courtroom most of the mental health proceedings are anticipated to be conducted in this courtroom and will alleviate the scheduling conflicts experienced with the 3 West courtroom.

Callaway Juvenile Office Wireless Access Point

For use by court staff and as a courtesy to select visitors, wireless access points (WAPs) have been added to several 13th Circuit buildings over the years. WAPs allow court staff using court-configured notebook computers to access court network resources

wirelessly. Additionally, select visitors can be granted wireless access to the internet.

In 2013, a WAP was installed in the Callaway Juvenile Office. Wireless access is now available in four of the five buildings utilized by the Circuit – the exception being the Juvenile Justice Center.

Case Scheduler

For those cases that go to trial the process for determining a date for trial takes into consideration several factors including the court schedule, judge and attorney availability, identifying the specific cases that need to go to trial, and numerous other factors. Setting cases for trial is a largely manual process that is very tedious and time-consuming.

In 2011, the Attorney Conflict Calendar was deployed as the first phase of a two-phase project designed to alleviate the arduous process of determining appropriate dates for setting trials. The Attorney Conflict Calendar records upcoming dates of unavailability of attorneys.

The second phase was the development of the *Case Scheduler*. The Case Scheduler examines data from a variety of sources including:

- the court case management system,
- the Attorney Conflict Calendar, and
- judge and docket schedules.

The Case Scheduler pulls data from several sources, applies rules, compares schedules, and ultimately proposes trial dates. This program significantly reduces the amount of work performed by clerical staff.

This application was put into production in April 2013.

Electronic Filing (eFiling) & Electronic Bench (eBench)

The Missouri judiciary's Electronic Filing project, also known as **eFiling**, allows attorneys to file documents online without having to visit the courthouse. Documents are sent electronically to a queue, examined by court staff, accepted and attached to the

appropriate case in the database. Additional paper documents for a case received outside of eFiling can be scanned and attached electronically.

Case documents are retrieved via computer by court staff from anywhere on the judicial network and by attorneys via the internet through a secure web site. Judges access case documents electronically from the bench or in chambers; clerks manage cases without having to locate and check out a paper case file; attorneys view case documents online without having to visit the courthouse. In fact, everyone can view the same case documents simultaneously.

Once stored electronically the paper versions of documents are no longer needed. Without paper, storage costs drop significantly and postage is reduced as copies of case documents can be transmitted electronically. As a result, the courts on eFiling can provide much greater accessibility to case files and reduce storage costs.

Callaway County went live with eFiling and eBench in October 2012.

Boone County elected to implement eFiling in February 2014. During the latter half of 2013 several technology components - primarily additional monitors and scanners - were purchased and added to various offices and courtrooms in preparation for the change in Boone County.

Case Docket Processing for eFiling Courts

The *docket* is a list of cases scheduled to be heard by a judge or commissioner during a given court session. Prior to eFiling paper-based case file folders for an upcoming docket were collected by court clerk staff and brought into the courtroom. The judge processed each case, one paper file at a time, until the docket was completed. For each case file the judge would record orders by manually writing those orders on a paper docket sheet. Afterward, court clerks reviewed the judge's docket sheet and transcribed the manually-written orders into the court's automated case management system - JIS.

However, courts using eFiling no longer use paper case files. Without paper case files a

new method for handling dockets within the courtroom was needed.

The Electronic Bench, also known as **eBench**, allows court dockets to be generated and managed electronically. The electronic docket is prepared by the clerk's office and the judge, using a workstation and monitors at the courtroom bench, views and manages the docket session on a computer. The details and documents of each case are viewed and processed electronically at the bench. The icon for eBench appears as this:



An additional benefit of this process is that judges who used to manually write their orders on paper docket sheets are now typing them which virtually eliminate handwriting legibility problems occasionally experienced before eBench.

During the latter part of 2013, a number of technology purchases were made to outfit Boone County courtrooms for eBench. Purchases were largely for additional monitors, courtroom printers and scanners allowing paper documents to be immediately scanned in the courtroom and stored electronically in the court's case management system.

Judge Tablet Notebooks

One notable item is the acquisition of small, lightweight portable tablet notebooks for each judge. As part of the routine upgrade of state-owned workstations, OSCA replaced all judges' and the family court commissioner's office workstations with tablet notebooks.

There are multiple advantages to these devices. The tablet notebook can be configured uniquely for each judge to suit their individual needs. It is used in chambers, on the bench, and at home or travel. The device has wireless access and can utilize a docking station for ease of use. This is particularly helpful with eBench. Judges now take the tablet and dock it at whatever courtroom they may be working in on a given day.

Since OSCA provided these devices at their expense the circuit did not have to purchase additional workstations for each of the Boone courthouse benches thereby saving the county this expense.

"Macros"

With electronic record keeping the judges no longer write their orders on paper documents kept in the paper case file folder. Instead, judges manually type their orders into a word-processing document.

Many of the docket entries judges make are repetitive. In order to alleviate the problem of tediously typing the same large blocks of text repeatedly, a series of short codes was developed that, when encountered in the word-processing software, replace the code with a block of static text. The judge can then make minor adjustments – such as an attorney's name, or time period – to the text thereby dramatically shortening the amount of time required to compose an entry.

Since each judge is using a tablet notebook configured individually, these codes are developed and managed by each judge separately.

FCIP Data Collection

In 2013, a new Lotus Notes-based application was developed and implemented to assist the Boone and Callaway Juvenile Office conducting off-site visits and interviews.

The *FCIP* application is run from a notebook computer. Staff collect basic information such as case number, juvenile name, parents/guardians, a need and results as to whether or not the need was met, and if not the reason why.

FTR (Sound Recording)

For The Record[™] (FTR) is a software product used to create and manage sound recordings of court proceedings. Such recordings are made for many associate circuit cases in the event a transcript of a court proceeding is needed later.

In 2012 the 13th Circuit began to transition the process of making backups of daily FTR

recordings using manual CDs to that of an automated real-time backup on a Network Attached Storage (NAS) device. A NAS device is essentially a mirrored pair of disk drives with a large storage capacity. Version 5.x of FTR offers the option of archiving, in real time, both to the local FTR workstation and to the NAS device. A single NAS device can accommodate up to five FTR workstations simultaneously. By archiving to two places at the same time (on the workstation AND to the NAS device) the need to manually archive recordings separately to CD is eliminated.

Two NAS devices were implemented in 2012, and a final one implemented in 2013. As of January 2013, manual creation of daily backups using CDs was eliminated as all FTR workstations in the circuit archive to NAS.

Also, in preparation for eBench in Boone County, some of the FTR workstations were replaced with Windows 7-capable devices. The new workstations are configured to allow the clerk in certain courtrooms to act both as an FTR clerk and as a courtroom clerk. To perform both duties required an upgraded workstation, but also eliminates the need for a second clerk workstation in the courtroom.

Language Line

The Boone County Circuit Court routinely sees case participants who either do not speak English fluently, or do not speak English at all. The court sometimes accommodates non-English speakers by using phone interpreter services through Language Select or Language Line whereby interpreters are available on short notice to provide language interpreting services over the telephone.

Some courtrooms have built-in teleconferencing abilities. For other courtrooms a portable conference telephone may be engaged.

In 2013 the portable conference telephones for Language Line was used in courtrooms in excess of 140 times.

Technology Help Web Site

In 2013 the CT13 Technology Help web site was developed and implemented. The site assists staff by providing technology-related

'self-help' information and answers to common questions.

The site provides documentation on a variety of technology subjects including:

- Video conferencing
- Personnel changes
- Tips & tricks for common applications
- Frequently Asked Questions
- Brief descriptions of the various software applications used by the circuit

As part of the new hire process, a 'Welcome' email is sent to employees that includes a link to this site. A shortcut to this web site is also placed on employees' computer desktops for easy access:



Technology Services Task Management

Requests for technology-related services arrive in several forms including email, phone calls, instant messaging and hallway conversations. Staff managed service requests largely by manual note-taking, email folders and notes on whiteboards. There was no structured method for recording requests, tracking the progress of pending items or knowing specifically who was assigned to each of the various tasks.

Using such an unstructured method has many faults including:

- staff cannot not know the overall pending workload,
- can't be sure priority issues are being addressed in a timely manner,
- management doesn't have an understanding of the overall number and types of issues,
- issues can easily be overlooked, and
- due dates can be missed.

Beginning in September 2012, an issue management software product was implemented to manage many of the items requested from Technology Services. This product, *JIRA*, is utilized by OSCA's Information Technology Services Division to manage their internal technology-related issues. OSCA extended its use free of charge to Circuit 13 Technology Services staff to manage local issues.

During the last few months of 2012 use of *JIRA* was fine-tuned and has become an indispensable tool in 2013.

Types of Issues Recorded

Not every issue encountered by Technology Services is recorded. Many issues routinely encountered daily by Technology Services staff are not recorded in *JIRA* since they are immediately resolved. Instead, there are generally two types of issues recorded.

The first type is an issue that cannot be immediately resolved such as an equipment purchase that may take several days to receive and process, or a request to locate and correct a bug in a software application.

The second type is an issue scheduled to be performed at some point in the future such as setting up a computer for a new hire by a certain date or removing a job ad from the web site after the closing date is reached.

Detailed statistics may be found in **Appendix A** of this report.

Training Conducted

During 2013 the Circuit 13 Technology Services staff conducted 7 formal training classes in the areas of Lotus Notes, WebNotes and video conferencing technology. Thirty-nine staff members were trained and a collective total of 37.5 hours of training provided.

Training Repository

Staff under the authority of the Court Administrator routinely undertake a variety of training activities. Upon completion of a

training activity each person completes a training evaluation form which includes name, date, title of training, number of hours, and other items. Ultimately these forms were collected and the information compiled to provide statistical reports by subject and unit. This compilation was performed manually and was very tedious.

In 2013 a new Lotus Notes-based application, the *CT13 Training Repository*, was deployed. Each person who undergoes training still completes a training evaluation form, but does so electronically in the application negating the need for someone to manually collect and compile the data.

Windows 7 Upgrades

Windows XP was the operating system used by the judiciary for many years. Beginning in 2011, OSCA began a multi-year replacement schedule for its workstations that includes an upgrade to Windows 7. Microsoft will stop supporting Windows XP in 2014, and will no longer provide security patches. Additionally, vendors no longer provide software drivers for Windows XP.

OSCA has strongly encouraged all sites with county-provided workstations to upgrade them to Windows 7. OSCA anticipates that by the end of 2014 it will block and prevent any Windows XP workstation from accessing judicial network resources.

Since Windows 7 requires additional memory and other upgraded hardware, older workstations not capable of being upgraded to Windows 7 are being replaced with newer models.

During 2013, the Technology Services staff began a concerted effort to migrate county-owned workstations from Windows XP to Windows 7. 35 out of a total of 50 candidate workstations were upgraded from Windows XP to Windows 7. Several of the remaining 15 workstations were replaced in 2013 as part of a routine workstation replacement schedule and those devices were built with Windows 7.

2014 UPCOMING ACTIVITIES

Booking Software

The booking software used by the Court Marshals in the Boone County Courthouse is antiquated and cannot run on Windows 7. The 13th Circuit Technology Services staff collaborated with other law enforcement and emergency response departments to discuss deployment of a coordinated records management system that will include a booking component. However, we are not confident a replacement system will be deployed in a timely manner. The present booking software needs to remain functional until the upgraded software becomes available. It is anticipated Technology Services staff may rewrite this application in-house in 2014.

Court Services Rewrite

The Adult Court Services (ACS) unit utilizes the *Court Services* application developed in-house to record various aspects of offenders on home detention and other forms of probation.

In order to remain current, this application is being rewritten in late 2013 and early 2014 using current technologies and will become a module of *CCTS*. It is planned to implement this revised program in 2014.

eFiling and eBench

As noted on pages 10 and 11 of this report, OSCA is implementing eFiling and eBench throughout the judiciary.

OSCA's eFiling and eBench model utilizes two monitors positioned side-by-side. This dual-monitor configuration provides more screen viewing area so that numerous applications, primarily Case.net, eBench and JIS, may appear simultaneously in front of the user thereby reducing the need to constantly raise and lower applications from the Windows task bar.

The dual-monitor setup is used primarily by judges, court clerks, and others who use the court case management system on a daily basis and also in the courtrooms.

eFiling and eBench were implemented in Callaway County in October 2012. Boone County is expected to go live with eBench effective January 1, 2014, and eFiling on February 3, 2014. Therefore, much of 2013 was spent acquiring, deploying and configuring appropriate hardware such as courtroom bench and courtroom clerk workstations, monitors, scanners and printers.

Workstation Replacement and Windows 7

During 2014, OSCA will replace state-provided workstations with ones running Windows 7. Microsoft has stated a date of April 8, 2014, when patches for Windows XP will cease. OSCA anticipates that by December 31, 2014, it will shut off access to the judicial network by workstations running Windows XP. Accordingly, county-owned workstations are being upgraded to Windows 7. Those workstations not capable of running Windows 7 will either be replaced or surplus.

Application Updates

Several of the 13th Circuit's in-house applications were developed using what are now aging and antiquated software languages. As technologies change these languages will likely cease to function.

Technology Services staff previously began an effort to migrate and upgrade older applications to operate on more modern, currently technologies. The *Circuit Court Technology Services* (CCTS) application has become the foundation for this transition. CCTS uses a combination of SQL server as its database, Apache as its web server and Ruby on Rails as the application development tool.

Users are defined to CCTS once and granted privileges to the various applications as needed.

At the end of 2012 CCTS was used for the *Focus on Kids* and *JJC Case Management* applications. In 2013 the *Case Scheduler* was added as a module, and *Court Services* will be added as a module in 2014.

APPENDIX A

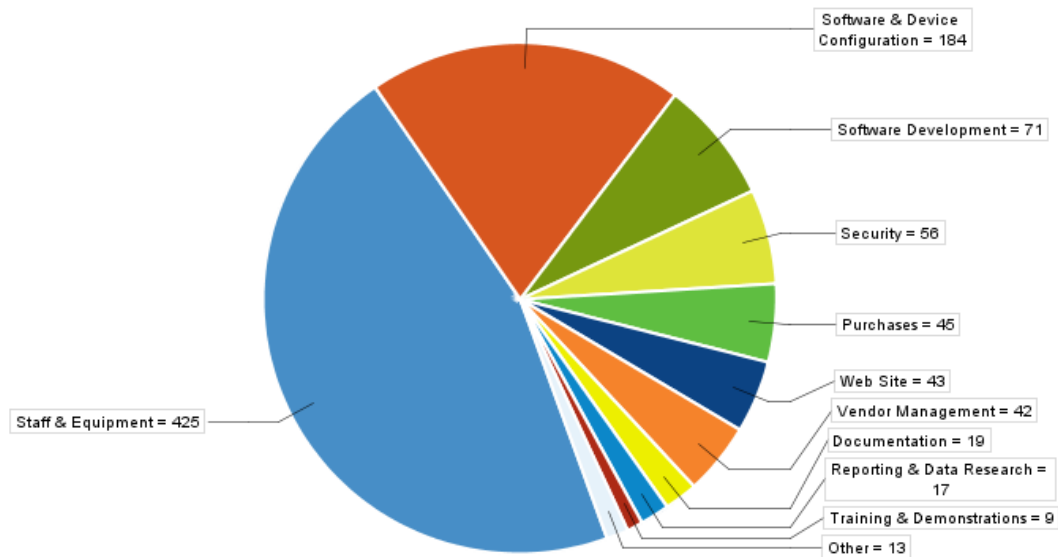
Workload Analysis

Categories of Issues

In order to analyze the overall workload, several categories of issues have been identified and established in JIRA, the issue management software utilized by the Technology Services team. As each issue is recorded, it is assigned to one of the following categories:

- **Staff & Equipment** - Tasks typically related to 1) personnel changes (e.g. new hires and resignations), and 2) equipment moves or troubleshooting for computers & phones, etc.
- **Software & Device Configuration** - Requests to install software, configure printers, etc.
- **Documentation** - Updating technical documentation such as operational checklists.
- **Software Development** - Requests to change software functionality or reported software bugs to be corrected.
- **Security** – Includes requests to modify user network and application security, and requests to extract security video footage.
- **Purchases** - Requests to purchase technology-related equipment such as workstations and monitors.
- **Web Site** - Requests to modify web site content such as posting and pulling job advertisements.
- **Vendor Management** - Sometimes Technology Services staff oversee outside vendors or contractors such as printer repair staff and OSCA technicians.
- **Reporting & Data Research** - Periodically requests are received for ad-hoc data queries or to modify existing queries and reports.
- **Training & Demonstrations** - Technology Services staff periodically conduct in-service training on technology-related topics.
- **Wiring** - Requests to pull network and telephone cable, or reroute telephone lines via patch panels.
- **Miscellaneous** - Items that don't fit into any other category.

2013 Issues Opened



2013 is the first year for which entire year of information is available. On January 1st of 2013 a total of 37 issues were pending.

Throughout 2013 a total of 931 issues were opened and categorized as follows:

- 46% were related to 'Staff and Equipment' which are typically activities associated with employee hires, resignations, and staff relocations.
- 20% were 'Software & Device Configuration' which are typically requests to install and/or configure software.

These two categories constitute nearly two thirds of the tasks recorded.

Throughout 2013 a total of 907 issues were resolved. The percentages among the categories were virtually the same.

NOTES:

- 1) The reader is reminded these statistics do not constitute 'all' the Technology Services unit does. The unit responds several times a day to calls that are resolved immediately and are therefore not recorded.
- 2) These numbers do not reflect total amount of clock time spent on tasks. Some tasks may be completed in as little as 5 minutes. Others could take much longer.