



Proposed new employee for Duval County Court IT

When the courthouse moves into the new building in May, there will be significant changes to the current IT staff needs.

Due to logistics of the building and change in how technology affects the court proceedings, we will need to add 2 individuals to our staff as soon as possible. The positions needed should be technicians that can assist in day-to-day break fix (help desk) issues and also have strong skill sets with audio visual and portable document formats.

These skills will be required to maintain the added technology due to the initiation of the states paperless agenda and added hardware in the courtrooms and hearing rooms.

Currently the courts rely heavily on the City of Jacksonville's IT department for most of the current needs. However the city recently outsourced their help desk department to an outside vendor. This solution is sufficient for minor help desk items but falls short on most of the needs for current and future court related technology and because the inability to cross train or move furniture is too expensive to be considered a legitimate option.

Adding two individuals would remove the need to use the city vendor.



ASSISTS judges in making key decision on family court matters.

In order to support the IT needs of the Courts the following budget items are essential:

about 50,000

1. \$40,000.00 is needed to replace the Family Court Case Management System (FCCMS). This program was written by the city ITD and has not met the requirements outlined by the users. In fact the city was asked to make changes last year, approved the changes in the budget proposal only to have it denied by the City Council. The original cost of programming allocated to the city was more than \$200,000.00 and was never finished. The functionality of the program is inadequate. The Clerk of Court has estimated that re-writing that entire program would be cheaper than the \$50,000.00 the city wanted to charge the courts for a simple change. The program would reside in the C.O.R.E. suite the Clerk already maintains for the data it provides electronically for the courts. Maintenance on that system would be minimal. Since the Clerk and Courts in Duval County have moved to paperless electronic access, it makes much more economic and functionality sense to remove this burden from the city. The data would reside in the Courthouse server room, thus reducing the footprint on the city storage servers and allowing the city to reduce its 04219 Data Center budget. Although this footprint is minimal, the city's cost per user formula has become too expensive for the courts.

MUCH MORE REQUEST

2. \$10,000.00 is required for the Clerk to host the Courts web page. In an effort to reduce the courts burden to the City of Jacksonville (COJ) and provide easier access to web site changes, the courts are working from a grant to replace the 4th Judicial Circuits web site. The grant only covers the original creation and training of the web site. The 4thJud.org domain has been purchased and will be used as the address of the web site and eventually be the local address of the Duval County courts. Since the city has downsized and outsourced the courts have not been able to get some of the required web site updates. This purchase will allow the city to reduce their data center budget.

one employee one contract so as not to burden the city pension & benefits

\$140,000.00 is required to add two employees to assist with the IT needs of the courthouse. The employees would be located full time at the courthouse and are needed for the additional A/V requirements, assistance to comply with paperless court & e-filing requirements, document conversions, C.O.R.E. support and overall additional help desk requirements because of the logistics of the new courthouse. The CTO will exclusively assign the employees daily tasks. This individuals will be considered employees of the courts. The city does not currently have employees cross-trained with the above mentioned skill sets so these would be new hires. The hiring process and vetting would reside with the Court Administrator. These employees will also remove a high percentage of calls to the city help desk, allowing the city to reduce their own budget associated with those required tasks. The only remaining calls to the city help desk would be issues that only the city ITD can provide because of the network, phone and application obligations. These employees would provide any IT related support thus allowing the city to reduce the current financial responsibility to their outsourcing vendor. The access to the applications used to access the sensitive data used by the courts must be properly secured. The employees of a contractor would never be granted access to these applications and therefore cannot provide end-user assistance to court employees.

4. 05229 (\$120,000.00) a. \$60,000.00 for additional peripherals. These items would include desktop scanners for trailing documents to comply with electronic filings and access of pleadings. It would also include inexpensive desktop printers where needed to reduce the current large printers that will no longer be needed. The court realizes that although we are making great strides with our paperless initiatives, there are certain documents that a member of the public will need as they leave a hearing

re-adjusted to \$240,000

or court proceeding. Members of the public may not have electronic access to receive these documents so hard copies will be needed.

5. b. \$60,000.00 is needed for purchases of software and hardware under \$1,000.00 throughout the year. This number of course is an estimate and would include items concerning courthouse technology. These purchases would cover, but not be limited to, enterprise software licensing for mobile device management (MDM). Mobile devices play a huge role in the file less court initiative. Therefore our inventory is growing and needs to be properly managed. MDM allows the CTO to centrally configure and secure multiple devices across operating systems. MDM is a necessity for the following reasons: i. Inventory and asset management will allow the courts to buy applications in bulk reducing the overall cost. ii. provide secure encryption, remote lock and wipe, locate and map, password enforcement, blacklist unwanted apps and backed virus scanning. iii. MDM will allow file distribution, central device configuration, role-based access, restoration/migration, cataloging, group-based actions, logs and audit trails and web service API. The Mayor's current budget proposal is \$5,238.00.

5. \$15,000.00 for data storage server to be housed and maintained by the Clerk of Court server administrator. This storage would house the Family Case Management server, home directories, etc. This purchase will allow the courts to control and maintain the entire data footprint the city currently houses, and in turn allow the city to reduce their overall budget. The overall intent is to relieve the county it's entire data center burden for the court eventually. There will be a few trailing concerns such as Active Directory, email boxes and software licensing that will be worked out by the next fiscal budget.

6. 04203 \$60,000.00 for computer refresh, replacement and enhancement. The audio visual budget from the GJP for the new courthouse provided for new desktop PC's in courtrooms and hearing rooms. The city has discussed refreshing an additional 70-80 PC's. That would leave a balance of about 90 PC's. The amount recommended by the city ITD on the 2012-2013 budget proposal was \$52,269.00. The mayor cut that to \$40,074.00 which was approved by the council. We contend that if that amount should be increased to \$60,000.00. By "cannibazing" the remaining 5 year old computers and strategically placing them throughout the courthouse we would be able to continue to comply with the paperless courts agenda. We are also piloting a program that may help reduce the total amount of devices needed in future budgets by using mobile devices.

7. 05401 \$25,000.00 for employee training. The training would include word merging documents, IT staff training, general training for employees through the city training options and outside sources.

Additional requests total \$370,000.00