

Court Technology Program

- 2019 BIENNIAL ACCOMPLISHMENTS
- CURRENT PRIORITY PROJECTS
- FUTURE TECHNOLOGY MOVEMENTS

FullCourt Enterprise (FCE) ~ (Objective 3.1.1 – 2019 Plan)

30 FCE Implementations ~ 18 Remotely (Covid)

- Mineral County District Court (June 2018)
- Mineral County Justice Court, Superior City Court, Alberton City Court (May 2019)
- Ravalli County District Court (June 2019)
- Hill County Justice Court (August 2019)
- Big Horn County District Court & Fallon County District Court (September 2019)
- Kalispell Municipal Court & Whitefish Municipal Court (October 2019)
- Columbia Falls City Court (November 2019)
- Gallatin County Justice Court (January 2020)
- Dawson County Justice Court, *REMOTE INSTALL* (March 2020)
- Missoula County Justice Court, *REMOTE INSTALL* (April 2020)
- Joliet City Court, Fromberg City Court & Park County Justice Court *REMOTE INSTALL* (June 2020)
- **ASBESTOS CLAIMS DISTRICT COURT, *REMOTE INSTALL* (July 2020)**
- **MONTANA WATER COURT, *REMOTE INSTALL* (July 2020)**
- Glendive City Court & McCone County District Court *REMOTE INSTALL* (September 2020)
- Dawson County District, Park County District & Hill County District Courts, *REMOTE INSTALLS* (October 2020)
- Prairie County Justice Court & Terry City Court, *REMOTE INSTALLS* (November 2020)
- Richland County Justice Court & Sidney City Court, *REMOTE INSTALLS* (December 2020)
- McCone County Justice Court/Circle City Court & Laurel City Court, *REMOTE INSTALLS* (January 2021)

Court Electronic Filing ~ (Objective 3.1.2 – 2019 Plan)

21 Implementations ~ 6 Remotely (Covid)

- Mineral County District Court – EF to FCE (February 2019)
- Flathead County District Court – EF to FCE (March 2019)
- Billings Municipal Court – EF to V5 (May 2019)
- Hill County Justice Court – EF to V5 (May 2019)
- Mineral County Justice Court, Superior City Court, Alberto City Court – EF to V5 (May 2019)
- Hill County Justice Court – EF to FCE (August 2019)
- Hill County District Court – EF to V5 (August 2019)
- Chouteau County District Court & Liberty County District Court – EF to V5 (October 2019)
- Flathead County Justice Court – EF to FCE (February 2020)
- Kalispell Municipal Court, Whitefish Municipal Court & Columbia Falls City Court – EF to FCE (March 2020)
- Missoula County Justice Court, *REMOTE INSTALL* – EF to FCE (April 2020)
- Havre City Court, *REMOTE INSTALL* – EF to V5 (July 2020)
- **ASBESTOS CLAIMS DISTRICT COURT, *REMOTE INSTALL* – EF to FCE (August 2020)**
- Big Horn County District Court, *REMOTE INSTALL* – EF to FCE (August 2020)
- Fallon County District Court, *REMOTE INSTALL* – EF to FCE (September 2020)
- Gallatin County Justice Court, *REMOTE INSTALL* – EF to FCE (November 2020)
- **MAJOR SYSTEM IMPROVEMENTS ~ Technical System/Server/Environment Changes ~ System Functionality Enhancements**

Centralized Administration / Management ~ (Objective 5.3 – 2019 Plan)

- Migrated in-house developed Help Desk Ticketing system to a modern, enterprise ServiceNow platform
 - IT Response Time Tracking
 - IT Staff Time Tracking
 - User Contact Tracking (per ticket)
 - Automated ticket creation (email submitted), system generated user ticket updates
 - Web portal access, live ticket updates
 - Help Issue Trend Analysis
- Automated Workflows
 - FullCourt Enterprise Access Requests & Changes
 - New Branch User Setup
 - Branch User Inactivation
 - User Rights Change Requests
- Enterprise / Centralized Management Solutions
 - Migrated 1,100 Judicial Branch Users from Skype for Business to Microsoft Teams
 - Migrated 1,100 Judicial Branch Users from Microsoft Outlook on Premises to Microsoft Exchange Online
 - FullCourt Enterprise Data Migration – Technical Data Conversions from FullCourt V5 to FullCourt Enterprise
 - Technical Environment Improvements - Electronic Filing and FullCourt Enterprise
- Server Migration ~ (Objective 5.3.1 – 2019 Plan)
 - Migrated 42 field servers to take advantage of real-time server exchanges, significantly expedited server migrations, minimized user downtime, and reduced onsite technician time
 - Migrated 1,000+ machines (laptops and pcs) from end-of-life Windows 7 to next generation Windows 10 operating system
- Developed a SharePoint District Court Orders & Opinions Bank ~ (Objective 3.1 – 2019 Plan)

Courtroom Technology ~ (Objective 5.5 – 2019 Plan)

- Zoom Video Conference Transition
 - 88 courtroom PolyCom unit migrations - Real Presence platform to Zoom platform
 - Remote training of District Court personnel - use and management of Zoom application
 - Remote training of all court personnel - use of Zoom desktop platform
 - Remote setup, testing, and training of Zoom Live Streaming technology (streaming court trials for public safety)
- Fergus County Zoom technology install (September 2020)
- Cascade County District Court (June 2020)
 - 1 courtroom audio/video upgrade
 - 3 courtroom audio/video maintenance
- Lewis & Clark County District Court, 1 courtroom audio upgrade (May 2020)
- Butte/Silverbow County District Court – 2 courtrooms, new audio system installs (late 2019)
- Yellowstone County District Courts Remodel (early 2019)
 - New Courtroom Audio/Video installs
 - Existing Courtroom Audio/Video reconfiguration and maintenance
- Court Reporter Equipment
 - Significant Equipment Upgrade – end-of-life Diamante replacements (28 machine replacements)

Security and Business Continuity ~ (Goal 2 – 2019 Plan)

- Security Awareness Training
 - *2019-2020 Campaign – 76% completion (state employees) – 25% completion (local government)*
 - *2020-2021 Security Awareness Campaign – Kicked Off October 1, 2020*
 - *Mock Phishing Campaign deployed to determine success of training and identify additional needs*
- Multi-Factor Authentication
 - *2020-2021 RSA Initiative – OCA aligned FYE funds to procure fob/soft token RSA licenses (all branch users, including local govt)*
- Microsoft Identity Management
 - *User identification for access to state resources*
- Implementation of a Next Generation AntiVirus solution
 - *Basic forensic analysis*
 - *Identification of installed and outdated software products*
 - *Isolate infected devices from the network while remediating infection*
- System Security Plans Development
 - *RSA Archer tool employed to automate the risk and compliance design and workflows of the System Security Plan*
 - *Tool integrates with the vulnerability management tool allowing for a dynamic picture of each systems risk exposure*
- Vulnerability Scanning and Remediation
 - *Development of a Vulnerability Management Policy and Procedure*
- Continued efforts to move Judicial Branch systems behind the secure Web Application Firewall
- Development of a Judicial Branch acceptable software list
- Realignment of FTE to provide an additional resource to the Judicial Branch Security Program

Court Technology Program

Today and Tomorrow

• Today's Priority Projects

- FullCourt Enterprise Statewide Implementation
 - *Data Exchanges – Drivers License Suspension & Reinstatements*
 - *Case Appeals Integration / Process*
 - *FullCourt Enterprise Jury*
- Montana Courts Electronic Filing Implementations
 - *Shadow FCE Implementations*
- Public Access and Privacy Rules
- Help Desk Incident Management / Triage Process
 - *Escalation Management*

• Future Technology Movements

- Continued FullCourt Enterprise Implementations
- Continued Court Electronic Filing Implementations
- Inventory Management System, Enterprise ServiceNow Platform
- Data Exchange Development
 - *Pre-Sentence Investigations*
 - *Probation Revocation / Sentencing Data*
 - *Order of Protection, Bench/Arrest Warrant, No Contact Orders*
 - *Vital Statistics Data Exchanges*