



## Judicial Council of California · Administrative Office of the Courts

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# CIRCULATING ORDER MEMORANDUM TO THE JUDICIAL COUNCIL

Circulating Order Number: CO-14-02

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Title	Action Requested
Trial Courts: Allocation From the State Trial Court Improvement and Modernization Fund for the Telecommunications Support Program	VOTING MEMBERS ONLY: Vote and return by fax. Additionally, return original signature page.
Rules, Forms, Standards, or Statutes Affected	Please Respond By
N/A	February 7, 2014
Recommended by	Date of Report
Trial Court Budget Advisory Committee	January 30, 2014
Hon. Laurie M. Earl, Cochair	Contact
Mr. Zlatko Theodorovic, Cochair	Steven Chang, 415-865-7195 <a href="mailto:steven.chang@jud.ca.gov">steven.chang@jud.ca.gov</a>

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### Executive Summary

The Trial Court Budget Advisory Committee (TCBAC) recommends that the Judicial Council allocate an increase of \$6,868,480 from the State Trial Court Improvement and Modernization Fund in fiscal year (FY) 2013–2014 to the Telecommunications Support program’s Judicial Council-approved allocation of \$8,740,000. The recommended total budget of \$15,608,480 would be used for managed network security services for 57 courts, the master maintenance agreement for 58 courts, and a technology refresh at 13 courts. In addition, any program savings from the initial design-assessed costs would be used to provide a new LAN/WAN infrastructure at the Superior Court of Alpine County and prioritize the core technology refresh at the Superior Courts of Los Angeles, Orange, and San Diego Counties. The TCBAC requests that the council allocate these funds in advance of its February 21, 2014 business meeting as the program needs

approval to proceed immediately in order to meet key milestones by the end-of-cycle date to ensure vendor support of critical court infrastructure.

### **Recommendation**

Based on the action taken at its January 30, 2014 public meeting, which was passed unanimously, the Trial Court Budget Advisory Committee (TCBAC) recommends that the Judicial Council, effective February 7, 2014:

1. Allocate \$6,868,480 from the State Trial Court Improvement and Modernization Fund in FY 2013–2014 to increase the Telecommunications Support program allocation from \$8,740,000 to \$15,608,480. In addition, direct that the total recommended allocation of \$15,608,480 be used as follows:
  - a. \$3,750,000 for managed network security services for 57 courts;
  - b. \$2,100,000 for the master maintenance agreement for 58 courts; and
  - c. \$9,758,480 for technology refresh projects for 13 courts with program savings used to provide a new LAN/WAN infrastructure at the Superior Court of Alpine County and prioritize the core technology refresh at the Superior Courts of Los Angeles, Orange, and San Diego Counties.

The TCBAC requests that the council allocate these funds in advance of its February 21, 2014 business meeting as the program needs approval to proceed immediately in order to meet key milestones by the end-of-cycle date to ensure vendor support of critical court infrastructure.

Appendix A displays the report detailing the Court Information Technology Management Forum (CITMF) recommendation that was adopted by the TCBAC.

### **Previous Council Action**

At its August 23, 2013 business meeting, the council allocated \$8.74 million from the State Trial Court Improvement and Modernization Fund in 2013–2014 to the Telecommunications Support program. In addition, the council was advised at the meeting that the TCBAC was deferring a recommendation on allocating an additional \$6.87 million above the 2012–2013 funding level for the Telecommunications Support program in order to give the committee more time to consider the need for an augmentation.

At its January 23, 2014 business meeting, the council received an update on the *Fiscal Year 2014–2015 Judicial Branch Budget Change Proposal: Foundation for Digital Courts—Phase One (Case Management Systems Replacement and Expansion of LAN/WAN Telecommunications Program)*. The council was informed that the Budget Change Proposal (BCP) proposed adding the final four courts—Alpine, Los Angeles, Orange, and San Diego—to the Telecommunications Support program and, if supported by the Department of Finance and the Legislature, would

establish funds beginning in FY 2014–2015 for ongoing support to ensure a secure, robust, reliable, and sustainable infrastructure.

**Rationale for Recommendation**

On January 16, 2014, the TCBAC requested that the Information Technology Services Office (ITSO) seek a recommendation from the Court Information Technology Managers Forum (CITMF) in selecting an alternative approach to the Telecommunications Support program. At their January 20, 2014 meeting, the CITMF reviewed the proposed alternatives and provided a new recommendation. The new recommendation was approved for recommendation by TCBAC at their January 30, 2014 meeting.

This approach does not make any fundamental changes to the program. Additionally, it does not impact the local budgets, current schedule, and planning for the original participating courts while being able to address at least a portion of core technology of the four newly participating courts with anticipated program savings.

The program would prioritize the complete refresh at courts currently participating in the program. This includes equipment, design and deployment services, maintenance, Administrative Office of the Courts (AOC) resources and network technology training for court information technology (IT) staff. Second, the program would fund a new LAN/WAN infrastructure for the Alpine court which has been unable to participate due to facility limitations. Those limitations are being remedied now by the county, which will allow the court to participate in the program. Third, the program would then refresh technology at the Los Angeles, Orange, and San Diego courts with any savings realized.

The following table shows the cost breakdown for the recommendation:

<b>\$9,758,480</b>	<p>Technology Refresh at 17 courts</p> <p>Prioritize all technology refresh at 13 courts:</p> <ul style="list-style-type: none"> <li>• Kern</li> <li>• Monterey</li> <li>• Placer</li> <li>• San Joaquin</li> <li>• Stanislaus</li> <li>• Tulare</li> <li>• Ventura</li> <li>• Alameda</li> <li>• Riverside</li> <li>• Sacramento</li> <li>• San Bernardino</li> <li>• San Francisco</li> <li>• Santa Clara</li> </ul>
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	<p>Complete LAN/WAN Infrastructure at 1 court:</p> <ul style="list-style-type: none"> <li>• Alpine</li> </ul> <p>Prioritize Core Technology at 3 courts:</p> <ul style="list-style-type: none"> <li>• Los Angeles</li> <li>• Orange</li> <li>• San Diego</li> </ul>
<b>\$3,750,000</b>	<p><b>Managed Network Security Services for 57 courts</b></p> <ul style="list-style-type: none"> <li>• All courts except Los Angeles, which opted to not subscribe at this point</li> </ul>
<b>\$2,100,000</b>	<p><b>Master Maintenance Agreement for 58 courts</b></p> <ul style="list-style-type: none"> <li>• Program will provide maintenance for equipment procured as part of Technology Refresh</li> </ul>
<b><u>\$15,608,480</u></b>	<p><b>Total - 58 courts benefit from LAN/WAN services</b></p> <ul style="list-style-type: none"> <li>• Technology refresh for 17 courts</li> <li>• Network security services for 57 courts</li> <li>• Maintenance services for 58 courts</li> </ul>

The program needs approval to proceed immediately with the finalization of this year's refresh design, review, and approval by each of the 17 courts scheduled in order to meet key milestones. All project work must commence no later than June 2014 given that these are 2013–2014 funds. It takes time to coordinate the key review sessions with each of the courts; all approvals must be obtained by March 28, so that the AOC can generate the purchase orders by mid-April. Additionally, the program must still acquire critical network engineering resources. Normally, these resources would already be engaged with the court IT staff during the design and review period. These resources are required throughout the duration of each court deployment to minimize the impact to local court IT staff and provide engineering expertise. This refresh cycle is expected to take up to one year to complete, given the scale and complexity of the courts. The refresh must be completed by the end-of-cycle date of May 2015 to ensure vendor support of critical court infrastructure.

Below is the chart of milestones:

<b>Milestone</b>	<b>Complete by:</b>
Court approval of design	March 27, 2014
AOC acquires network engineering resources	March 28, 2014
AOC submits bill of materials to AOC Business Services	March 28, 2014
AOC issues purchase orders to vendor	April 11, 2014

AOC initiates documentation and configuration templates	Mid-April 2014
Vendor ships equipment to court locations	May 1, 2014–June 30, 2014
AOC initiates court deployments	June 2014
Complete technology refresh	May 2015

If allocated by the council, there is sufficient monies and expenditure authority to disburse the funding in 2013–2014. An allocation of \$6.9 million would reduce the projected ending fund balance of the State Trial Court Improvement and Modernization Fund in 2013–2014 to about \$18.7 million and would reduce the projected unused local assistance expenditure authority to about \$10.2 million.

### **Comments, Alternatives Considered, and Policy Implications**

The TCBAC was provided four other options. The first alternative kept the program scope unchanged; however, this approach was not inclusive of the Alpine, Los Angeles, Orange, and San Diego courts. The second alternative accelerated the refresh of equipment in future years in order to include more courts in the program this year. The third alternative included the deployment of a new and undetermined technology at all 58 courts. The fourth deferred the costs of the maintenance program to the trial courts. Alternatives two, three, and four would have financial and resource impacts to all the courts while increasing the risk of operational outages. They would also have changed the fundamental aspects of the LAN/WAN program.

Appendix B provides further details on these four other alternatives.

### **Attachments**

1. Appendix A: Telecommunications “LAN/WAN” Program FY 2013-14 Budget Status and CITMF Recommendation (January 30, 2014)
2. Appendix B: Telecommunications “LAN/WAN” Program FY 2013-14 Budget Status and Alternatives (January 15, 2014)
3. Voting instructions
4. Vote and signature pages

## Information Technology Services Office

### Telecommunications “LAN/WAN” Program FY 2013-14 Budget Status and CITMF Recommendation (January 30, 2014)

#### Background

At their November 2013 meeting, the Revenue and Expenditure Subcommittee to the Trial Court Budget Advisory Committee (TCBAC) preliminarily recommended a one-time funding increase of \$6,868,480 in FY 2013-14 to the Judicial Council-approved Telecommunications “LAN/WAN” program budget of \$8,740,000. The subcommittee also requested and the TCBAC subsequently reviewed proposed alternatives (see Attachment 1B) for the use of the \$15,608,480 providing consideration to maximize the benefit to all 58 trial courts. Following review, the TCBAC referred the issue to the Court IT Management Forum (CITMF) for their recommendation given their previous experience with the program and expertise in the subject matter.

On January 16, 2014, the TCBAC requested that the Information Technology Services Office (ITSO) seek a recommendation from the CITMF in selecting an alternative approach to the LAN/WAN program. At their January 20, 2014 meeting, the CITMF reviewed the proposed alternatives and provided a new recommendation. The issue and recommendation are described in detail below.

#### Issue

The Court Information Technology Management Forum (CITMF) recommends that the Trial Court Budget Advisory Committee recommend an increase of \$6,868,480 in FY 2013-14 to the Telecommunications program’s Judicial Council-approved allocation of \$8,740,000. The recommended budget of \$15,608,480 would be used for managed network security services for 57 courts, the master maintenance agreement for 58 courts, and a technology refresh at 13 courts. In addition, any program savings from the initial design assessed costs would be used to provide a new LAN/WAN infrastructure at Alpine Superior Court and prioritize the core technology refresh at Los Angeles, Orange, and San Diego Superior Courts.

The program needs approval to proceed immediately with the finalization of this year’s refresh design, review and approval by each of the 17 courts scheduled in order to meet key milestones. All project work must commence no later than June 2014 given that these are FY 13/14 funds. It takes time to coordinate the key review sessions with each of the courts; all approvals must be obtained by March 28, so that the AOC can generate the purchase orders by mid-April. Additionally, the program must still acquire critical network engineering resources. Normally, these resources would already be engaged with the court IT staff during the design and review period. These resources are required throughout the duration of each court deployment to minimize the impact to local court IT staff and provide engineering expertise. This refresh cycle is expected to take up to a year to complete given the scale and complexity of the courts. The refresh must be completed by the end-of-cycle date of May 2015 to ensure vendor support of critical court infrastructure.

Below is the chart of milestones:

<b>Milestone</b>	<b>Complete by:</b>
JCTC approval	January 29, 2014
Executive & Planning Committee approval	February 7, 2014
Court approval of design	March 27, 2014
AOC acquires network engineering resources	March 28, 2014
AOC submits bill of materials to AOC Business Services	March 28, 2014
AOC issues purchase orders to vendor	April 11, 2014
AOC Initiates documentation and configuration templates	Mid-April 2014

<b>Milestone</b>	<b>Complete by:</b>
Vendor ships equipment to court locations	May 1, 2014 – June 30, 2014
AOC Initiates court deployments	June 2014
Complete technology refresh	May 2015

### **CITMF Recommendation**

CITMF recommends that the TCBAC approve and recommend an increase of \$6,868,480 in FY 2013-14 to the Telecommunications program's Judicial Council-approved allocation of \$8,740,000. As part of this recommendation, the CITMF is recommending the following as the use of a total recommended budget of \$15,608,480:

- \$3,750,000 for managed network security services for 57 courts;
- \$2,100,000 for the master maintenance agreement for 58 courts; and
- \$9,758,480 for technology refresh projects for 13 courts with program savings used to provide a new LAN/WAN infrastructure at Alpine Superior Court and prioritize the core technology refresh at Los Angeles, Orange, and San Diego Superior Courts.

The LAN/WAN program has budgeted \$9,758,480 for the Technology Refresh projects. This includes equipment, design and deployment services, maintenance, AOC resources and network technology training for court IT staff. The program foresees that additional savings may be realized as part of the project based on previous technology refresh cycle experience. Those savings will be applied to the technology refresh at Alpine, Los Angeles, Orange and San Diego courts.

The CITMF is recommending that the LAN/WAN program prioritize the complete refresh at courts currently participating in the program. Second, the program will fund a new LAN/WAN infrastructure for Alpine court which has been unable to participate due to facility limitations. Those limitations are being remedied now by the county which will allow the court to participate in the program. The program will then refresh technology at Los Angeles, Orange and San Diego courts with all remaining funds not used and savings realized as part of projects and process.

This approach does not make any fundamental changes to the program. Additionally, it does not impact the local budgets, current schedule, and planning for the original courts. The program will address a portion of core technology of the four courts with remaining funds.

- Priority 1: Technology Refresh of 13 scheduled courts
  - 13 courts will refresh approximately 550 core and closet switches
- Priority 2: Provide new LAN/WAN infrastructure at Alpine Court
  - Complete network infrastructure will replace obsolete and substandard technology
- Priority 3: Refresh technology at Los Angeles, Orange and San Diego
  - Prioritize the refresh of core switches
  - Refresh portion of closet switches if funds allow

The program anticipates savings may originate from the following areas:

- **Final Court Design:** The final network designs will confirm current inventory and functionality requirements. A small percentage of courts replace some devices ahead of schedule in order to meet additional court project requirements that cannot wait for the LAN/WAN cycle. Additionally, a one-for-one assessed replacement is not always necessary given the higher performance and capacity of newer technology. Therefore, the refresh cycle may not require as much hardware as originally budgeted. This is especially true in larger courts.
- **Vendor Trade-In Credits:** The equipment trade-in program provides an avenue for the courts to dispose of out-of-date network technology. The program receives vendor purchase credits for most equipment turned in based on the equipment turned in and the size of the order. The credits allow the project to maximize the branch discount of future court technology refresh projects.
- **Additional Discounts:** The AOC is currently working with vendors in an attempt to seek larger percentage discounts than what are currently being received given that this would be the largest technology refresh cycle since the inception of the program.

The following table shows the cost breakdown for the approach recommended by the CITMF:

<b>\$9,758,480</b>	<p><b>Technology Refresh at 17 courts</b></p> <p><b>Prioritize all technology refresh at 13 courts:</b></p> <ul style="list-style-type: none"> <li>• Kern</li> <li>• Monterey</li> <li>• Placer</li> <li>• San Joaquin</li> <li>• Stanislaus</li> <li>• Tulare</li> <li>• Ventura</li> <li>• Alameda</li> <li>• Riverside</li> <li>• Sacramento</li> <li>• San Bernardino</li> <li>• San Francisco</li> <li>• Santa Clara</li> </ul> <p><b>Complete LAN/WAN Infrastructure at 1 court:</b></p> <ul style="list-style-type: none"> <li>• Alpine</li> </ul> <p><b>Prioritize Core Technology at 3 courts:</b></p> <ul style="list-style-type: none"> <li>• Los Angeles</li> <li>• Orange</li> <li>• San Diego</li> </ul>
<b>\$3,750,000</b>	<p><b>Managed Network Security Services for 57 courts</b></p> <ul style="list-style-type: none"> <li>• All courts except Los Angeles which opted to not subscribe at this point</li> </ul>
<b>\$2,100,000</b>	<p><b>Master Maintenance Agreement for 58 courts</b></p> <ul style="list-style-type: none"> <li>• Program will provide maintenance for equipment procured as part of Technology Refresh</li> </ul>



<b>\$15,608,480</b>	<b>Total - 58 courts benefit from LAN/WAN services</b> <ul style="list-style-type: none"><li>• Technology refresh for 17 courts</li><li>• Network security services for 57 courts</li><li>• Maintenance services for 58 courts</li></ul>
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## Information Technology Services Office

### Telecommunications “LAN/WAN” Program FY 2013-14 Budget Status and Alternatives (January 15, 2014)

As of November 2013, the Trial Court Budget Advisory Committee has recommended a one-time fund increase in the amount of \$6,868,480 to augment the Judicial Council’s approved FY 2013-14 Telecommunications “LAN/WAN” program budget of \$8,740,000 for baseline operations. This amount does not include the additional budget request of \$3,458,300 needed to include Alpine, Los Angeles, Orange and San Diego in the current program. The committee requested alternate program scenarios to better distribute the recommended \$15,608,480 funds across all 58 trial courts instead of being limited to the originally scheduled courts for FY 2013-14.

#### Program Description & Benefits

The primary benefit of the program is to provide the trial courts with a standardized level of network infrastructure and security services as the foundation to sustain both local and enterprise court applications. The program includes the following units and functions:

***LAN/WAN Initiative & Network Technology Refresh:*** The core component of the LAN WAN initiative is to provide a separate, secure, robust, and scalable network infrastructure aligned with emerging needs of enterprise court services. The LAN WAN initiative is to provide the trial courts with the infrastructure required to physically separate from their county partners. The goal is for the trial courts to offer the public reliable and continuous court access. This includes:

**Technology Refresh Component:** The program continually plans and coordinates the replacement of network equipment that is no longer supported due to aging technology. The project forecasts the budget by working with our courts, service integrators and hardware vendors to create an annual technology 5 year roadmap identifying the technology requiring replacement.

**Network Technology Training:** The program also offers court IT staff the opportunity to attend foundational and specialized network training courses via state-of-the-art training centers and comprehensive on-line courses. This ensures that the courts have the necessary skill sets to operate, maintain, and expand their infrastructure in response to local and enterprise needs.

**Ad-Hoc Network Consulting:** Independent consultants are engaged to provide expert network engineering and program management as part of the Technology Refresh project. These consultants are commonly utilized by the individual trial courts to offer local engineering services for court projects and issues outside of technology refresh projects.

**Cisco Network Equipment Trade-in:** The equipment trade-in program provides an avenue for the courts to dispose of out-of-date network technology. The program is allotted vendor purchase credits for most equipment turned in. The credits allow the project to maximize the branch discount of future court technology refresh projects.

**Cisco Network Maintenance:** The maintenance component affords the trial courts critical vendor support coverage for all network and security infrastructure. The program negotiated a branch-wide agreement with the

vendor that saves the branch 31% over five years. Fifty-four trial courts currently participating in the Technology Refresh are covered by this program. Once approved, funds are allocated annually to pay for Cisco maintenance as part of the branch maintenance agreement.

***Managed Network Security Services:*** The program maintains network system security and data integrity of court information by offering three managed security services: managed firewall and intrusion prevention; vulnerability scanning; and web browser security. These network security tools mitigate the risk of court data being erroneously exposed without proper authority and ensure continuous court operations to the public. Funds are allocated annually for this component of the program and currently support 55 courts.

### **Technology Refresh Lifecycle Planning**

The Technology Refresh component of the program focuses on the annual technology refresh of equipment that is deemed to be “end-of-life” or “end-of-support” by the manufacturing vendors. These products are considered obsolete and are no longer sold, manufactured, improved, repaired, maintained, or supported by the manufacturer. Additionally, products that are end-of-life are no longer eligible for security patches or maintenance contracts. This ineligibility leaves daily courthouse operations vulnerable to security breaches and connectivity failures both within and outside the court operational environment. In the event of a failure, Courts would have to research, procure and deploy new replacement technology. During an outage, court operations may be impacted adversely for the duration of the procurement process depending on the type and function of that failed device. From the initial outage until restoration, it may take up to ten business days for a courthouse to regain full operational status. Keeping equipment current is vital to courts considering deployment of new technology systems, such as video remote interpretation, video arraignments, VOIP (Voice-over-IP,) multimedia streaming, building automation, video surveillance, etc.. Implementation may be limited due to lack of functionality and compatibility of older end-of-life products.

Most vendors maintain a five year outlook on product end-of-life cycles that coincides with technology innovation and hardware mean time between failures which provides a five year technology roadmap including product end-of-life projections. The program leverages this information annually to determine the scheduled refresh of all court network technology within the judicial branch. Every year, the team gathers the current court inventory of network and security equipment. It then meets with the various vendor partners to review technologies available to replace the upcoming end-of-life devices. The program then produces a new five year technology road map and budget based on the information gathered and aligned with the technical goals and objectives of the judicial branch and trial courts. The ongoing annual planning and refresh process is integral to court operations and does not end after five years.

The number of courts targeted has varied the past six years due to the staggered deployment of the initial LAN/WAN program from 2002 to 2006. This staggered deployment approach resulted in a naturally staggered refresh deployment plan. Equipment models change year to year as technology is improved which also directly impacts the refresh schedule. In some years the funding has been inadequate to complete the scheduled refresh of devices in one fiscal year. Instead, the refresh was completed over a number of years to best utilize the available funds. The program will have refreshed all major network technologies by next fiscal year at all participating trial courts (except Alpine, Los Angeles, Orange and San Diego.)

Only thirteen courts are targeted this fiscal year, because they are the last trial courts requiring the refresh of their core and closet switches. This count does not include Alpine, Los Angeles, Orange and San Diego. The same technology at the remaining courts was either refreshed last fiscal year or it’s included as part of a courthouse construction project. Next year, the wide area network routers and wireless controllers would be replaced at 47 courts. The remaining courts do not require a refresh of those devices at this time, or those are already included as

part of a courthouse construction project. This methodology for budgeting and scheduling of the Technology Refresh program occurs annually based on the inventory and the technology roadmap.

As of FY 2012 – 2013, 55 courts have benefited from the LAN/WAN program since FY 2002:

- LAN/WAN & Technology Refresh:
  - 54 courts participate in the refresh program
  - 39 courts deployed Wi-Fi infrastructure
  - 23 courts implemented a secondary communications site
  - 7 courts implemented QoS to support video and VOIP
  - 45 courts have sent IT staff to a cumulative of 576 network training classes
- Managed Network Security Services
  - Managed Firewall, Intrusion Prevention, Security Event & Threat Analysis: 55 courts
  - Vulnerability Scanning: 22 courts
  - Web Browsing Security: 29 courts
- Cisco Maintenance Agreement
  - 55 courts benefit from the branch agreement

### **Alternative 1: No Changes to Technology Refresh Model**

For FY 2013 – 2014, the courts listed in Table 1 below are scheduled for LAN/WAN projects assuming the approval of the recommended budget of \$15,608,480:

- LAN/WAN & Technology Refresh:
  - 13 courts will refresh their core and closet switches; the remaining courts have either refreshed the same technology last fiscal year or are included in a court construction project
  - Network technology training is available to all court IT staff; 10 courts have already attended or scheduled classes this fiscal year.
- Managed Network Security Services
  - Managed Firewall, Intrusion Prevention, and Security Event & Threat Analysis: 57 courts (includes 2 new courts: Alpine and San Diego)
  - Vulnerability Scanning: 24 courts (includes 2 new courts: Kings and San Diego)
  - Web Browsing Security: 31 courts (includes 2 new courts: Alpine and San Diego)
- Cisco Maintenance Agreement
  - 55 courts benefit from the branch agreement (no change in courts)

Alpine and San Diego have opted to subscribe to the managed network security services by the end of this fiscal year bringing the count to **57 courts** benefitting from one or more services offered by the LAN/WAN program.

The program offers services to all 58 courts; however, the annual budget and objectives of the Technology Refresh component are based on current court inventory, technology roadmap and court participation. Any deviation from this approach to the distribution of funds without additional funds would render courts vulnerable to major court operation outages due to device failures or security breaches.

## Pros:

- All technology requiring refresh will be replaced according to schedule at 54 courts.
- Major and minor operational impact to courts is greatly mitigated.
- Local court budgets are not impacted.
- Local court resources are minimally impacted.

## Cons:

- Does not include technology refresh budget for Alpine, Los Angeles, Orange and San Diego.

**Table 1 – Alternative 1: No Changes to Current Proposed Refresh Plan**

<b>\$9,758,480</b>	<p><b>Technology Refresh at 13 courts</b></p> <p><b>\$2,890,000 for approved technology refresh for 7 courts:</b></p> <ul style="list-style-type: none"> <li>• Kern</li> <li>• Monterey</li> <li>• Placer</li> <li>• San Joaquin</li> <li>• Stanislaus</li> <li>• Tulare</li> <li>• Ventura</li> </ul> <p><b>\$6,868,480 for recommended technology refresh allocation for 6 courts currently excluded from FY 2013-2014 budget:</b></p> <ul style="list-style-type: none"> <li>• Alameda</li> <li>• Riverside</li> <li>• Sacramento</li> <li>• San Bernardino</li> <li>• San Francisco</li> <li>• Santa Clara</li> </ul>
<b>\$3,750,000</b>	<p><b>Managed Network Security Services for 57 courts</b></p> <ul style="list-style-type: none"> <li>• All courts except Los Angeles which opted to not subscribe at this point</li> </ul>
<b>\$2,100,000</b>	<p><b>Master Maintenance Agreement for 55 courts</b></p> <ul style="list-style-type: none"> <li>• All courts except Alpine, Los Angeles, and San Diego; Orange does benefit from the MMA.</li> </ul>
<b>\$15,608,480</b>	<p><b>Total - 57 courts benefit from LAN/WAN services</b></p> <ul style="list-style-type: none"> <li>• Technology refresh for 13 courts</li> <li>• Network security services for 57 courts</li> <li>• Maintenance services for 55 courts</li> </ul>

## Alternative 2: Prioritize Core Switches, Routers and Wireless Controllers

The Technology Refresh for this alternative would be to prioritize the core switches and security devices for 17 courts including Alpine, Los Angeles, Orange and San Diego which could cause the most significant operational outages should a device failure occur.

The program would then focus on replacement of routers and wireless controllers at 51 courts. The remaining funds would then be used to replace a percentage of closet switches based on the size of the court and the total number of switches branchwide requiring a refresh. The courts would have to fund the replacement of the remaining closet switches utilizing local funds and available resources. The resources will cost more if obtained on a per court basis instead of pooling resources from a program level.

The overall cost of this the refresh effort by the individual courts will increase branchwide with this alternative; however, the LAN/WAN program budget would decrease next fiscal year, because many of the technology scheduled for refresh next fiscal year will have been replaced this fiscal year 2013 - 2014. The remaining budget forecast through FY 2017 – 2018 does not change. Additional analysis is required to provide a detailed five year budget forecast for this alternative.

This technology refresh alternative would benefit **51 of the 58 courts**. The remaining seven courts either do not have equipment scheduled for refresh or it's already included in a courthouse construction project replacing the equipment.

### Pros:

- Would include Alpine, Los Angeles, Orange and San Diego.
- Major operational impact somewhat mitigated by replacing core technology.

### Cons:

- Courts responsible to refresh large percentage of closet switches.
- Courts may be vulnerable to security breaches and network outages if remaining switches not refreshed.
- Courts would be required to budget for a portion of the refresh annually.
- Courts may have to acquire additional local resources to complete projects.
- Resources will cost more if obtained on a per court basis instead of pooling resources from a program level.
- The refresh schedule and budget forecast would be impacted next year potentially refreshing future end-of-life equipment prematurely.

**Table 2 – Alternative 2: Prioritize Core Switches, Routers and Wireless Controllers**

<b>\$9,758,480</b>	<p><b>Technology Refresh at 51 courts</b></p> <p><b>\$4,608,250 for refresh of core switches at 17 courts:</b></p> <ul style="list-style-type: none"> <li>• Alpine</li> <li>• Alameda</li> <li>• Kern</li> <li>• Los Angeles</li> <li>• Monterey</li> <li>• Orange</li> <li>• Placer</li> <li>• Riverside</li> </ul>
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	<ul style="list-style-type: none"> <li>• Sacramento</li> <li>• San Bernardino</li> <li>• San Diego</li> <li>• San Francisco</li> <li>• San Joaquin</li> <li>• Stanislaus</li> <li>• Tulare</li> <li>• Ventura</li> <li>• Santa Clara</li> </ul> <p><b>\$3,622,400 for refresh of routers and wireless controllers at 51 courts except the following 7 courts which do not require any refresh this year:</b></p> <ul style="list-style-type: none"> <li>• Calaveras – New Courthouse</li> <li>• Del Norte – No EOL inventory</li> <li>• Lassen – New Courthouse</li> <li>• Mariposa – Recent LAN/WAN project</li> <li>• Mono – New Courthouse</li> <li>• San Benito – New Courthouse</li> <li>• Yolo – New Courthouse</li> </ul> <p><b>\$1,527,830 for refresh of a portion of closet switches at 17 courts:</b></p> <ul style="list-style-type: none"> <li>• Same list of courts as core switches</li> </ul>
<p><b>\$3,750,000</b></p>	<p><b>Managed Network Security Services for 57 courts</b></p> <ul style="list-style-type: none"> <li>• All courts except Los Angeles which opted to not subscribe at this point</li> </ul>
<p><b>\$2,100,000</b></p>	<p><b>Master Maintenance Agreement for 58 courts</b></p>
<p><b>\$15,608,480</b></p>	<p><b>Total – 58 courts benefit from LAN/WAN services</b></p> <ul style="list-style-type: none"> <li>• Technology refresh for 51 courts</li> <li>• Network security services for 57 courts</li> <li>• Maintenance services for 58 courts</li> </ul>

**Alternative 3: Prioritize Core Switches Only and Deploy New Technology**

The Technology Refresh for this alternative would be to prioritize the core switches at 17 courts including Alpine, Los Angeles and Orange which would cause the most significant operational outages should a device failure occur. The courts would have to fund the replacement of all closet switches.

The program would then focus on the deployment of new technology beneficial to all 58 courts. These new technologies could include: remote video technology; enhanced voice-over-IP; mobile device management; and dynamic network access control. The program would have to choose a technology that is beneficial and manageable at all 58 courts.

The five year budget forecast would vastly increase with this alternative to accommodate a new technology adoptable at 58 courts. The budget for this type of new technology deployment would require further analysis in order to provide a detailed five year budget forecast.

Pros:

- Would include Alpine, Los Angeles, Orange and San Diego.
- Major operational impact somewhat mitigated by replacing core technology.
- Would include funds for all 58 courts.
- Courts would have newer branchwide technology.

Cons:

- Choosing a single or even multiple technology platforms that all courts would want, manage and benefit from will be extremely challenging for the program.
- Creating a branchwide budget for an unknown single technology at this point is not possible.
- The budget would vastly increase with this alternative.
- Courts responsible to refresh closet switches and other technology annually.
- Courts may be vulnerable to security breaches and network outages if remaining switches not refreshed.
- Courts will be required to budget for the portion of their refresh annually.
- Courts may have to acquire additional local resources to complete projects.
- Resources will cost more if obtained on a per court basis instead of pooling resources from a program level.
- This alternative would dramatically change the goals and objectives of the program.

**Table 3 – Alternative 3: Prioritize Core Switches Only and Deploy New Technology**

<b>\$9,758,480</b>	<p><b>Technology Refresh at 58 courts</b></p> <p><b>\$4,608,250 to refresh of core switches at 17 courts</b></p> <ul style="list-style-type: none"> <li>• Alpine</li> <li>• Alameda</li> <li>• Kern</li> <li>• Los Angeles</li> <li>• Monterey</li> <li>• Orange</li> <li>• Placer</li> <li>• Riverside</li> </ul>
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	<ul style="list-style-type: none"> <li>• Sacramento</li> <li>• San Bernardino</li> <li>• San Diego</li> <li>• San Francisco</li> <li>• San Joaquin</li> <li>• Stanislaus</li> <li>• Tulare</li> <li>• Ventura</li> <li>• Santa Clara</li> </ul> <p><b>\$5,150,230 to deploy new technology at 58 courts- further analysis required for actual budget depending on technology</b></p>
<b>\$3,750,000</b>	<p><b>Managed Network Security Services for 57 courts</b></p> <ul style="list-style-type: none"> <li>• All courts except Los Angeles which opted to not subscribe at this point</li> </ul>
<b>\$2,100,000</b>	<p><b>Master Maintenance Agreement for 58 courts</b></p>
<b>\$15,608,480</b>	<p><b>Total – 58 courts benefit from LAN/WAN services</b></p> <ul style="list-style-type: none"> <li>• Technology refresh for 58 courts</li> <li>• Network security services for 57 courts</li> <li>• Maintenance services for 58 courts</li> </ul>

#### **Alternative 4: Prioritize Core Technology and Courts Fund Maintenance Program**

The Technology Refresh for this alternative would be to prioritize refresh of only the core technology at 17 courts including Alpine, Los Angeles, Orange and San Diego which could cause the most significant operational outages should a device failure occur.

The program would discontinue state funding of \$2.1 million for the branchwide master maintenance agreement. Instead, the courts would be required to fund the maintenance agreements for continuing vendor support. This alternative would free up \$2.1 million to fund additional equipment refresh at the remaining four courts; however, it still falls short of the full amount needed to complete the refresh of all closet switches. Any remaining funds would then be used to replace a percentage of closet switches based on the size of the court and the total number of switches branchwide requiring a refresh.

The technology refresh alternative would benefit **17 of the 58 courts**. The remaining courts either do not have equipment scheduled for refresh or it's already included in a courthouse construction project. The courts would have to fund the replacement of the remaining closet switches not refreshed by the program. The resources will cost more if obtained on a per court basis instead of pooling resources from a program level.

The overall cost of this the refresh effort by the individual courts will increase branchwide with this alternative to fund the refresh technology and procure annual maintenance; however, the LAN/WAN program budget would decrease by \$2.1 million each year through FY 2017 – 2018 by transferring the financial responsibility to the courts.

Pros:

- Would include core switches at Alpine, Los Angeles, Orange and San Diego.
- Major operational impact somewhat mitigated by replacing core technology.
- Most closet switches could be refreshed in addition to core devices.

Cons:

- Lose the additional enterprise benefits of a branchwide agreement – advanced network services, greater discounts, training credits and an additional level support services.
- Courts responsible to refresh a small percentage of closet switches and other technology annually.
- Courts may be vulnerable to security breaches and network outages if remaining switches not refreshed.
- Courts may be required to budget for their portion of the refresh annually potentially at a higher cost.
- Courts required budgeting for the maintenance of network equipment annually.
- Courts may have to acquire additional resources to complete projects.
- Resources will cost more if obtained on a per court basis instead of pooling resources from a program level.

**Table 4 – Alternative 4: Prioritize Core Switches and Cancel Maintenance Program**

<b>\$11,858,480</b>	<p><b>Technology Refresh at 17 courts</b></p> <p><b>\$4,608,250 for refresh of core switches at 17 courts:</b></p> <ul style="list-style-type: none"> <li>• Alpine</li> <li>• Alameda</li> <li>• Kern</li> <li>• Los Angeles</li> <li>• Monterey</li> <li>• Orange</li> <li>• Placer</li> <li>• Riverside</li> <li>• Sacramento</li> <li>• San Bernardino</li> <li>• San Diego</li> <li>• San Francisco</li> <li>• San Joaquin</li> <li>• Stanislaus</li> <li>• Tulare</li> <li>• Ventura</li> <li>• Santa Clara</li> </ul> <p><b>\$7,250,230 for the portion of closet switches at 17 courts:</b></p> <ul style="list-style-type: none"> <li>• Same list of courts as above</li> </ul>
<b>\$3,750,000</b>	<p><b>Managed Network Security Services for 57 courts</b></p> <ul style="list-style-type: none"> <li>• All courts except Los Angeles which opted to not subscribe at this point</li> </ul>

<b>\$0</b>	<b>Master Maintenance Agreement for 0 courts</b>
<b>\$15,608,480</b>	<b>Total – 57 courts benefit from LAN/WAN services</b> <ul style="list-style-type: none"><li>• Technology refresh for 17 courts</li><li>• Network security services for 57 courts</li><li>• Maintenance services for 0 courts</li></ul>

## Instructions for Review and Action by Circulating Order

### Voting members

- Please indicate your **vote, sign, and return by 5 p.m., February 7, 2014**, if possible, by one of these methods:
  1. Fax the signature pages to the attention of Judicial Council Support Services, Judicial Council and Court Leadership Services Division at 415-865-4391; or
  2. Reply to the e-mail message with “I approve,” “I disapprove,” or “I abstain.”
- If you are unable to reply by **February 7, 2014**, please do so as soon as possible thereafter.
- Additionally, **return the original** signature page to Judicial Council Support Services, Administrative Office of the Courts, 455 Golden Gate Avenue, San Francisco, California, 94102-3688. **Please keep a copy for your records.**

### Advisory members

The circulating order is being faxed to you for your information only. There is no need to sign or return any documents.

**CIRCULATING ORDER**  
**Judicial Council of California**  
**Voting and Signature Pages**

Effective immediately, the Judicial Council allocates \$6.87 million from the State Trial Court Improvement and Modernization Fund in fiscal year 2013–2014 to increase the Telecommunications Support program allocation from \$8,740,000 to \$15,608,480. In addition, the council directs that the total allocation of \$15,608,480 be used as follows:

- a. \$3,750,000 for managed network security services for 57 courts;
- b. \$2,100,000 for the master maintenance agreement for 58 courts; and
- c. \$9,758,480 for technology refresh projects for 13 courts with program savings used to provide a new LAN/WAN infrastructure at the Superior Court of Alpine County and prioritize the core technology refresh at the Superior Courts of Los Angeles, Orange, and San Diego Counties.

My vote is as follows:

Approve

Disapprove

Abstain

\_\_\_\_\_  
Tani G. Cantil-Sakauye, Chair

\_\_\_\_\_/s/  
Judith Ashmann-Gerst

\_\_\_\_\_/s/  
Stephen H. Baker

\_\_\_\_\_/s/  
Marvin R. Baxter

\_\_\_\_\_  
Richard Bloom

\_\_\_\_\_/s/  
Mark G. Bonino

\_\_\_\_\_/s/  
James R. Brandlin

\_\_\_\_\_  
Angela J. Davis

\_\_\_\_\_/s/  
David De Alba

\_\_\_\_\_  
Emilie H. Elias

My vote is as follows:

Approve

Disapprove

Abstain

\_\_\_\_\_  
/s/  
Sherrill A. Ellsworth

\_\_\_\_\_  
Noreen Evans

\_\_\_\_\_  
/s/  
James P. Fox

\_\_\_\_\_  
/s/  
Harry E. Hull, Jr.

\_\_\_\_\_  
/s/  
Teri L. Jackson

\_\_\_\_\_  
/s/  
Douglas P. Miller

\_\_\_\_\_  
/s/  
Mary Ann O'Malley

\_\_\_\_\_  
Mark P. Robinson, Jr.

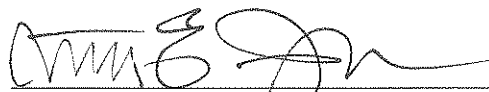
\_\_\_\_\_  
/s/  
David Rosenberg

\_\_\_\_\_  
/s/  
David M. Rubin

\_\_\_\_\_  
/s/  
Dean T. Stout

Date: February 4, 2014

Attest:



\_\_\_\_\_  
Administrative Director of the Courts and  
Secretary of the Judicial Council