

Colorado Judicial Department Information Technology Quarterly Report



*Colorado Judicial Department
Office of the State Court Administrator*

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Department Mission Statement

The Colorado Judicial Department (“Department”) is a fair and impartial system of justice that protects constitutional and statutory rights and liberties; assures equal access to justice; provides fair, timely and constructive resolution of cases; ensures public safety; supervises offenders; and facilitates victim and community reparations.

The mission of the Department’s Information Technology Services division is to illuminate justice by enabling and supporting those who make impactful decisions affecting the lives of others.

Project Updates

The following information provides updates on projects that were referred to the JTC by Information Technology Services.

SDWAN Project

The goal of this project is to significantly improve network performance and reliability, particularly for videoconferencing and live streaming. These services require solid and substantial bandwidth to achieve efficiency.

This project involves installing a local internet circuit at each location that will allow most of the internet traffic to go through the local circuit. This technology will provide centralized management of the network without requiring IT personnel to perform that function locally at each location. Lastly, SDWAN facilitates seamless scalability, enabling effortless network expansion as the organization grows or new locations are added to the system, without requiring major infrastructure changes or disruptions.

The project is fully underway and involves rotating through Judicial buildings and upgrading them to SDWAN technology. The Department has fully upgraded sixty-four sites and partially upgraded an additional seven sites. Those sites will be completed, along with an additional nine sites by the end of 2023. The final stage of the project will be to implement additional security features that will increase the overall security stance of the network.

This project is planned to be a 3-year effort and is due to be completed on schedule, at the end of FY25.

The Department has expensed \$644,191 as of March 31st, 2023. There is an additional \$7,589 encumbered.

A/V Lifecycle

As a result of the critical operational need, the Department has implemented an A/V lifecycle replacement schedule for four hundred and fifty plus (450+) courtrooms and proceedings

spaces throughout the state. This project will increase A/V reliability, enhance A/V capabilities (calling, video conferencing, digital evidence presentation, etc.) and provide for ongoing maintenance for current systems. These systems are fundamental to providing the appropriate audio and video capabilities required for live streaming solutions, which is a focus of HB23-1182 – Remote Public Access to Criminal Proceedings.

This project has been fully initiated. The Department has updated thirty-four courtrooms in the initial year of the project, prioritizing many low effort/high impact upgrades, particularly integrating Webex digital audio into the courtroom and onto the record. As a result, less than 70 courtrooms throughout the state are anticipated to still be relying on analog audio connections to Webex after the next quarter.

In FY24, the Department plans to fully upgrade A/V systems in sixty courtrooms, as well as partial upgrades to an additional twenty courtrooms. The entire project is expected to be an 8-year project and is on track to complete in FY2029. After this initial replacement project is complete, we will begin a new ongoing refresh plan and cycle.

The Department has expensed \$1,032,918 as of March 31st, 2023. An additional \$1,202,847 has been encumbered for the upcoming courtroom replacements.

Pandemic related supply chain issues have been an issue for this initiative, delaying progress during the first year. Currently this challenge has been circumnavigated by changing technology standards, pre-ordering hardware ahead of schedule, and a plan for encumbering FY25 projects ahead of schedule.

Case Management System

This project will be a large-scale project implementing the replacement of the Department's twenty-five plus (25+) year old case management system. The goal will be to implement a single system that meets the needs of the appellate and trial courts, as well as probation.

The planning and discovery phases of this project are scheduled to begin in FY24. Once started, we will be contracting a vendor who has an expertise in complex case management systems. They will assist us in performing a deep dive data collection of our system requirements (processes, workflows, and data needs) and use those investigative results to help build the RFP needed to find the right case management vendor to meet our needs.

We will collaborate with the selected vendor to iterate through the remaining phases of the project: Design, Development, Testing, Deployment, and Maintenance.

The deployment will be staged based on a prioritized assessment of the various service area's needs. In order to ensure successful planning and implementation of the entire project, multi-year funding will be required. The entire project from planning to completion can take from 4-7 years, depending on the applied velocity of the organization. Applied velocity will depend on the dedication and commitment of each functional area and their participation in all phases of the project plan.

The Department has not yet expensed or encumbered funds for this project.

Information Security

This effort is meant to enhance the Department's cyber security stance. These projects are needed to maintain a high level of availability, protect public safety, and combat ever-evolving cyber threats.

In FY23, the Department completed the initial rollout of Cisco Umbrella, which is an advanced security platform that strives to prevent malware, ransomware, and phishing attacks from infiltrating the organization's network. Utilizing intelligent threat intelligence and machine learning algorithms, Cisco Umbrella continuously updates its security measures, staying ahead of emerging threats. This initiative-taking approach enhances the Judicial Department's security stance and reduces the risk of data breaches, ensuring the confidentiality, integrity, and availability of sensitive information within the department.

There will be a follow-up phase in FY24 to implement the additional feature of Umbrella which increases the effectiveness of the solution, as well as integrates with the SDWAN technology described earlier in the report.

The next phase of the project will be to implement a comprehensive Managed Detection and Response (MDR) service. This combines advanced security technology with expert analysts to detect and respond to security threats, which includes 24/7 monitoring, threat hunting, incident response, and proactive threat intelligence. This will include an implementation of a Security Information and Event Management (SIEM). This is a managed tool that provides centralized log management, real-time event correlation, and compliance reporting capabilities. This phase should be completed by the end of FY24.

The Department has expensed \$479,200 for Cisco Security/Umbrella in FY23, which includes licensing and professional services to help implement the project. An additional \$698,923 will be encumbered for the MDR/SIEM phase in FY24.

Closing

The Judicial Department appreciates the opportunity to submit this report to members of the Joint Technology Committee (JTC), as well as JTCs support for current and future information technology initiatives required to support the Department's mission. Should the Committee have any questions regarding this report, please contact Dave Killingsworth at dave.killingsworth@judicial.state.co.us or 720.625.5501.