

Colorado Judicial Department Information Technology Quarterly Report – Q4 - FY23



*Colorado Judicial Department
Office of the State Court Administrator*

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Department Mission Statement

The mission of the Colorado Judicial Department is to provide 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 Office of the State Court Administrator serves as the central office for courts and probation offices throughout Colorado. Within SCAO, the Division of Information Technology Services strives to illuminate justice by enabling and supporting those who make impactful decisions affecting the lives of others.

Project Updates

This quarterly report to the Joint Technology Committee provides updates on the following projects:

- SDWAN
- Audiovisual Equipment Lifecycle
- Implementing Livestreaming
- Case Management System Replacement
- Upgrading Information Security

SDWAN Project

The Software-Defined Wide Area Network (SDWAN) project aims to provide a secondary internet circuit to all courthouses and large probation offices. Secondary internet circuits will allow for more network bandwidth, improved network performance, backup in case of internet outages, centralized telephone systems, and less load on the data center.

Phase 1 is 95% complete and included installing secondary local internet circuits at each location. This phase is expected to be finished by the end of 2023.

Phase 2 began in Q3 of FY22 (in parallel to Phase 1) and included moving all the current traffic to the SDWANs to leverage the new secondary local internet circuits. This increased speed, bandwidth, and reliability. Phase 2 is currently 88.75% complete and is expected to be finished in December 2023.

Phase 3 will begin in Q3 of FY24 and will improve how we handle public access points and guest Wi-Fi. We will do this by moving the traffic to the branch internet (SDWAN). We will enhance security and this new configuration will make it easier to protect our systems and data.

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 \$699,686 for this project across FY22 and FY23.

The chart below details the status of Phase 1 in each location throughout the state:

District	Location	Status
1	Blackhawk (Gilpin)	Complete
1	Probation – Remington (Jefferson)	Complete
1	Golden (Jefferson)	Complete
2	County Justice Center – Lindsey (Denver)	Complete
2	Probation (Denver)	Complete
2	Civil – Bannock (Denver)	Pending Internet Circuit
3	Trinidad (Las Animas)	Complete
3	Walsenburg (Huerfano)	Complete
4	Colorado Springs (El Paso)	Complete
4	Cripple Creek (Teller)	Complete
5	Basalt/El Jebel (Eagle)	Complete
5	Eagle (Eagle)	SDWAN Install Complete - Pending Internet Circuit
5	Breckenridge (Summit)	Complete
5	Georgetown (Clear Creek)	Complete
5	Leadville (Lake)	Complete
6	Durango (La Plata)	Complete
6	Pagosa Springs (Archuleta)	Complete
6	Silverton (San Juan)	TBD
7	Montrose (Montrose)	Complete
7	Delta (Delta)	Complete
7	Gunnison (Gunnison)	Complete
7	Lake City (Hinsdale)	Complete

7	Telluride (San Miguel)	Complete
7	Ouray (Ouray)	Complete
7	Nucla (Montrose)	Complete
8	Ft Collins (Larimer)	Complete
8	Ft Collins - Midpoint (Larimer)	Complete
8	Loveland (Larimer)	Complete
8	Walden (Jackson)	Complete
9	Rifle (Garfield)	Complete
9	Glenwood Springs (Garfield)	Complete
9	Aspen (Pitkin)	Complete
9	Rangley (Rio Blanco)	Complete
9	Meeker (Rio Blanco)	Complete
10	Pueblo	Complete
11	Westcliffe (Custer)	Complete
11	Salida (Chaffee)	Complete
11	Fairplay (Park)	Complete
11	Canon City (Fremont)	Complete
12	Alamosa (Alamosa)	Complete
12	Conejos (Conejos)	Complete
12	San Luis (Costilla)	Complete
12	Saguache (Saguache)	Complete
12	Creede (Mineral)	Complete
12	Del Norte (Rio Grande)	Complete
13	Akron (Washington)	Complete
13	Holyoke (Phillips)	Complete

13	Burlington (Kit Carson)	Complete
13	Sterling (Logan)	Complete
13	Julesburg (Sedgwick)	Complete
13	Fort Morgan (Morgan)	Complete
13	Wray (Yuma)	Complete
14	Steamboat Springs (Routt)	Complete
14	Hot Sulfur Springs (Grand)	Complete
14	Craig (Moffat)	Complete
15	Eads (Kiowa)	Complete
15	Lamar (Prowers)	Complete
15	Springfield (Baca)	Complete
15	Cheyenne Wells (Cheyenne)	Complete
16	La Junta (Otero)	Complete
16	Las Animas (Bent)	Complete
16	Ordway (Crowley)	Complete
17	Westminster (Adams)	Complete
17	Brighton (Adams)	SDWAN Install Complete - Pending Internet Circuit
17	Broomfield (Broomfield)	Deployment Scheduled for Late August
18	Centennial (Arapahoe)	Complete
18	Hugo (Lincoln)	Complete
18	Littleton (Arapahoe)	Complete
18	Probation - Lima (<u>Arapahoe</u>)	SDWAN Install Complete - Pending Internet Circuit
18	Castle Rock (Douglas)	SDWAN Install Complete - Internet circuit installed - Pending additional hardware

18	Probation - Aurora (Arapahoe)	Complete
18	Kiowa (Elbert)	Complete
19	Ft Lupton (Weld)	Complete
19	Greeley (Weld)	Complete
20	Boulder Jail (Boulder)	SDWAN Install Complete - Pending Internet Circuit
20	Longmont (Boulder)	Complete
20	Boulder (Boulder)	TBD - Pending Permits/Construction
21	Grand Junction (Mesa)	Complete
22	Cortez (Montezuma)	Complete
22	Dove Creek (Dolores)	Complete

Audiovisual Equipment Lifecycle

As a result of a critical operational need, the Department has implemented an A/V lifecycle replacement schedule for 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 livestreaming solutions, which is a focus of HB23-1182 – Remote Public Access to Criminal Proceedings. Upgrading A/V equipment provides foundational technology that is required for effective virtual proceedings and livestreaming.

In FY24, the Department plans to fully upgrade A/V systems in 60 courtrooms, as well as partial upgrades to an additional 20 courtrooms. The entire project is expected to be an eight-year project and is on track to complete in FY29. After this initial replacement project is complete, we will begin a new ongoing refresh plan and cycle.

The Department has expensed \$1,414,366 for this project across FY22 and FY23. An additional \$782,986 has been encumbered for 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 addressed by adjusting technology standards, pre-ordering hardware ahead of schedule, and planning for encumbering FY25 projects ahead of schedule.

The Department also conducted a rollout of nearly a dozen additional Webex “Room kit” video conferencing carts to courtrooms in need across the state, as part of the Court Improvement Project. This project is nearing completion.

Implementing Livestreaming

HB23-1182 – Remote Public Access to Criminal Proceedings – requires that the public have access to view and hear most criminal proceedings via “livestreaming”. While Webex meets the requirements of the legislation, having members of the public join a Webex meeting inherently gives them the ability to turn on the camera, share content, use chat, unmute their microphone and generally empowers them to cause a disruption to proceedings that they are not parties to. In addition, needing to load a full software program just to view audio and video is not an ideal experience for members of the public. This is the nature of a video conferencing and collaboration tool.

To offer a better user experience, especially to court staff, ITS has expanded the use of the Nomad technology for state-wide livestreaming. This technology has proved itself an ideal tool during its use for over a year for livestreaming weekend bond hearings from the regional Bond Hearing Offices.

Deployment of Nomad to districts is actively on-going in order for courtrooms to be compliant by the September 1 effective date for HB23-1182.

Case Management System Replacement

Replacing the Department’s 25-year old case management system will be a large-scale, multi-year project that touches every aspect of the work of courts and probation. 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, including the appropriation of necessary funding.

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

At a future update for the JTC, the Department will outline its plans for including legislator and stakeholder involvement in the replacement of our case management system.

Upgrading 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.

Phase 2 will be to implement the additional features of Umbrella that will increase the effectiveness of the solution, as well as integrate with the SDWAN technology described earlier in the report. This phase will begin in FY24.

The next 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.

Phase 2 of the MDR Project will involve further tuning of the security system and include identifying and integrating additional internal applications for security monitoring to continue to enhance the overall security of the Department. Phase 2 is expected to begin in Q2 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 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 Terry Scanlon at terry.scanlon@judicial.state.co.us. He can also be reached by phone or text at 303-957-8137.