1.0 IT Plan Scope and Purpose ........................................................................................................ 5
  1.1 Purpose .................................................................................................................................. 5
  1.2 Periodic Publication .................................................................................................................. 5

2.0 Judicial Branch Overview ........................................................................................................ 5
  2.1 Mission ................................................................................................................................... 5
  2.2 Structure and Reporting .......................................................................................................... 5
  2.3 Organizational Structure Chart ............................................................................................... 6
  2.4 Administrative Office of the Courts (AOC) Overview ............................................................ 6
    2.4.1 AOC ................................................................................................................................. 6
    2.4.2 Organizational Structure Chart ......................................................................................... 7

3.0 Information Technology ........................................................................................................... 7
  3.1 Mission Statement ................................................................................................................... 7
  3.2 Scope of Services .................................................................................................................... 7
    3.2.1 Support Services (Operations) ......................................................................................... 7
    3.2.2 Development Services .................................................................................................... 8
    3.2.3 Business Analysis Services ........................................................................................... 8
    3.2.4 Management Services .................................................................................................... 8
    3.2.5 Operations ..................................................................................................................... 8
  3.3 Staff ....................................................................................................................................... 9
    3.3.1 Current Applications Development Position Roles ......................................................... 9
    3.3.2 Current Network Position Roles ..................................................................................... 9
    3.3.3 Senior IT Managers ........................................................................................................ 10
    3.3.4 Staff Size Versus Industry ............................................................................................... 10
    3.3.5 Leased Employees .......................................................................................................... 12
    3.3.6 Consultants/Temporary Agency (Private Sector) Employee Staff ............................... 12
    3.3.7 Services to Business Partners ........................................................................................ 12
  3.4 Support Desk ........................................................................................................................ 13
    3.4.1 Staff ............................................................................................................................... 13
    3.4.2 Ticket Volume see chart for percent increase ............................................................... 13
    3.4.3 Ticket Metrics ............................................................................................................... 14
    3.4.4 Performance .................................................................................................................. 14
    3.4.5 Other Services ............................................................................................................... 15
  3.5 Network/Server Support ........................................................................................................ 15
  3.6 Applications Development .................................................................................................... 15
  3.7 Forms Development .............................................................................................................. 15
  3.8 Standard Operating Practices ............................................................................................... 15
5.1 Major Strategic Project Accomplishments and Plans .........................................................16
  5.1.1 Call Centers ..................................................................................................................21
  5.1.2 Cloud Computing .........................................................................................................22
  5.1.3 Collaboration Software ...............................................................................................22
  5.1.4 Wireless Computing Access .........................................................................................23
  5.1.5 Network Bandwidth .......................................................................................................23
  5.1.6 Instant Messaging ..........................................................................................................23
  5.1.7 Microsoft Exchange Implementation .............................................................................23
  5.1.8 Personal Device Use .....................................................................................................23
  5.1.9 Interactive Voice Software Use .....................................................................................24
  5.1.10 NH e-Court ................................................................................................................24
  5.1.11 Administrative Systems Replacement Project (ASAP) .................................................24
  5.1.12 Court Recordings .......................................................................................................25
  5.1.13 Videoconferencing .....................................................................................................25
  5.1.14 Transcripts ................................................................................................................25

4.0 Workload Status ................................................................................................................17
  4.1 Primary Projects List ........................................................................................................18
  4.2 Software Development .....................................................................................................19
    4.2.1 Development Custom-Built Applications Inventory .........................................................19
    4.2.2 Vendor Supported .......................................................................................................20
  4.3 Infrastructure and Operating Platforms .........................................................................20
  4.4 IT Equipment Upgrade Cycle ..........................................................................................21

5.0 Accomplishments – Biennium FY 14-15: .........................................................................21
  5.1 Major Strategic Project Accomplishments and Plans .........................................................21
    5.1.1 Call Centers ..................................................................................................................21
    5.1.2 Cloud Computing .........................................................................................................22
    5.1.3 Collaboration Software ...............................................................................................22
    5.1.4 Wireless Computing Access .........................................................................................23
    5.1.5 Network Bandwidth .......................................................................................................23
    5.1.6 Instant Messaging ..........................................................................................................23
    5.1.7 Microsoft Exchange Implementation .............................................................................23
    5.1.8 Personal Device Use .....................................................................................................23
    5.1.9 Interactive Voice Software Use .....................................................................................24
    5.1.10 NH e-Court ................................................................................................................24
    5.1.11 Administrative Systems Replacement Project (ASAP) .................................................24
    5.1.12 Court Recordings .......................................................................................................25
    5.1.13 Videoconferencing .....................................................................................................25
    5.1.14 Transcripts ................................................................................................................25
6.0 Long Term Planned Objectives for FY18-19

7.0 Budget

7.1 Operating Budget

7.2 Capital Budget

7.3 Dedicated Fund

7.3.1 Origin and Purpose:

7.3.2 Historical Budget Overview:

Appendix A - IT Standards/Policy

Appendix B – Judicial Branch IT Hardware Standards

Appendix C – Judicial Branch Software Standards

Appendix D – J-ONE Project Priority List
1.0 IT Plan Scope and Purpose

1.1 Purpose

- This plan is an overview of New Hampshire Judicial Branch (NHJB) information technology (IT). It outlines IT staff, budget, projects, strategic plans and issues of the information technology operating environment. More specifically, the plan covers the following scope:
  - IT management vision and culture
  - IT organizational structure
  - IT staff review and training plan
  - Software applications inventory
  - Infrastructure overview
  - Alliances and business partners
  - Budget overview
  - Standards and methodologies
  - Workload and backlog status
  - Goals for fiscal years 2016 - 2019, focused more on FY16 - 17
  - Accomplishments of the two most recent biennia
  - Review of primary issues, obstacles and risks

1.2 Periodic Publication

This plan is updated every two years, ideally before the biennial budget is developed. In this case, the plan covers the period of July 1, 2015 (FY16) – June 30, 2017 (FY17). The plan focuses largely on this upcoming two-year period with an eye toward the four-year term.

2.0 Judicial Branch Overview

2.1 Mission

To preserve the rule of law and to protect the rights and liberties guaranteed by the United States and New Hampshire Constitutions, the Court provides accessible, prompt, and efficient forums for the fair and independent administration of justice, with respect for the dignity of all we serve.

2.2 Structure and Reporting

- The Chief Justice of the Supreme Court is the administrative head of the New Hampshire courts which consists of the Supreme Court, Superior Court, and Circuit Court in a unified court system. The Circuit Court manages three divisions: District Division, Family Division and the Probate Division. The Administrative Office of the Courts (AOC) reports to the Chief Justice as well. The organization is made up of approximately 586 full and part-time non-judicial full-time equivalent (FTE) employees working in 38 court facilities and 2 administrative buildings.
- The organization processes between approximately 178,000 trial court and 600-800 appellate cases annually. Approximately 100,000 cases are active at any given time.
- The Administrative Council promotes communication and coordination among the administrative units. It consists of the Administrative Judges of the Superior and Circuit Court, and the Director of the AOC. The Chief Justice of the Supreme Court attends Council meetings.
2.3 Organizational Structure Chart

State of New Hampshire
Judicial Branch Organization

New Hampshire Supreme Court
Chief Justice Linda S. Dalianis

Superior Court
Chief Justice Tina Nadeau

Circuit Court
Hon. Edwin W. Kelly
Administrative Judge

Administrative Office of the Courts
Christopher Keating, Director

Circuit Court
Hon. David D. King
Deputy Administrative Judge

District Division
Family Division
Probate Division

2.4 Administrative Office of the Courts (AOC) Overview

2.4.1 AOC
The Administrative Office of the Courts was formed in 1984 upon the unification of all New Hampshire courts reporting to the Chief Justice of the Supreme Court. AOC employs approximately 48 and 7 part-time staff who perform administrative support and policy tasks that lend themselves to centralization and specialization including Human Resources, Accounting, Auditing, Fiscal Management, Information Technology and general administrative functions as a service organization to the Judicial Branch.
3.0 Information Technology

3.1 Mission Statement

To provide the Judicial Branch with timely, high quality technology, and professional support services through the implementation and maintenance of legacy and emerging technologies which add value and increase return on investment in our operating environment, while complying with IT best-practice audit and security principles and practices.

3.2 Scope of Services

3.2.1 Support Services (Operations)

IT provides comprehensive Level I traditional help desk technical support services and ticket tracking at the first level of contact by users during the standard operating hours of 8:00am to 4:30pm. Requests are received by email or telephone. Level I technicians enter all telephone based help requests for assistance as tickets in the Footprints tracking system. Emailed tickets automatically generate a ticket. Tickets are automatically queued to Level I technicians by rotation. Higher complexity level tickets are assigned by the Support Desk Supervisor to higher technical support services levels, Development (programming), or IT management, as necessary. Electronic notifications of ticket creation and closure are automatically sent to users. Level II and III technical support technicians are available for more complex tickets. Tickets are created for all requests except Development requests which are logged and tracked separately. IT has implemented key processes to manage tickets (staff requests for service):

a) a ticket management system to log, track, prioritize, assign and report on ticket metrics,
b) a procedure where each ticket is assigned a level of criticality from a pre-determined table which regulates a proposed turnaround time ranging from 1 “Critical” to 6 “Product Purchase or New System”, with varying turnaround timeframe metrics,
c) a business process to allow for timely, seamless routing of tickets to the proper party or “buckets” for assignment to groups of specialized IT staff,
d) a reporting system that analyzes monthly and annual tickets received, outstanding ticket count in the queue, tickets closed per staff member, and other events,
e) a reporting system which analyses and reports to management overdue tasks according to the custom designed and implemented ticket aging system.
3.2.2 Development Services
IT provides Commercial Off-The-Shelf (COTS) software purchasing, implementation and support services as well as traditional in-house custom systems development services. Standard platforms are listed in Appendix C IT Software Standards.

3.2.3 Business Analysis Services
IT provides business process re-engineering services, business metrics analysis, and IT/court industry feasibility analysis.

3.2.4 Management Services
IT provides management related services such as Systems Development Methodology management, IT project meeting management, Intranet and internet based project status and marketing, management metric consulting, project plan consulting and strategic planning consulting services. Standards are posted on the NHJB Intranet. IT employs it’s Senior Network Manager as the organizations’ cyber Security Officer.

3.2.5 Operations
IT provides secure server and network operations services for the storage and transmission of data within the NHJB and to authorized external parties.
3.3 Staff

Information Technology employs 19 staff performing management, business analysis, systems analysis, programming, server and network infrastructure, and help desk services. Nineteen staff are full-time state employees, one is a position funded by federal grants, one is a full-time agency employee consultant and one is a part-time 60% allocation.

3.3.1 Current Applications Development Position Roles

- **Senior Developer** – Leads project groups of staff, performs project management, manages SDM process using the SDM standard and SDM software platform, performs business analysis, systems analysis, programming and software system operational support services.
- **Case Management Support Specialist** – Performs entry level business analysis, develops business analysis, updates complex software systems tables, system tests software systems.
- **Business Analyst** – Manages SharePoint software environment and applications, performs Requirement, Design, Configuration and Testing of applications, performs industry trend and statistical studies for CTO.

3.3.2 Current Network Position Roles

- **Senior Network Manager** – Manages all aspects of technical support including server and network environments, staff, performs strategic planning, and operates as the enterprise wide Security Officer and Enterprise Architect, Manages the Support Desk.
LAN IV Senior LAN Technician – IT seeks a senior technician to perform highly complex server and network tasks, lead projects and perform the role of the Senior Network Manager in his/her absence.

LAN III Support Desk Supervisor – Manages LAN I IT staff at the Support Desk, triages Support Desk tickets to LAN II and III (level II and III of technical support) technicians. Performs level III ticket resolution.

LAN II – Performs lower level server, printer and network tasks while accomplishing ticket resolution for second level Support Desk tickets in support of Level I Support Desk staff. LAN I – Level I technical support role at the IT Support Desk answering user support request calls and emails to ensure timely ticket resolution. Deploys hardware and software solutions enterprise wide.

3.3.3 Senior IT Managers

The Chief Technology Officer (CTO) manages all aspects of IT including resource management, approval of all IT policies, management of access to technology systems for IT staff, IT security policy and governance, IT budgeting, RFP’s and contracts, IT legislative activity and strategic IT planning.

Deputy Chief Technology Officer – Manages custom development and COTS projects and staff, some technical support areas as assigned, IT budget expense processing/management and acts in the role of the CTO in his/her absence.

3.3.4 Staff Size Versus Industry

Below are charts depicting the size of the staff versus other states:
3.3.5 Leased Employees
IT favors state employees in terms of staff to promote long-term staff development, retention and loyalty. However, a challenging environment for hiring quality IT staff during FY12-15 has led to the hiring of consultants to augment our existing staff in order to fill roles in the new administrative systems advancement project (ASAP) and Reporting.

3.3.6 Consultants/Temporary Agency (Private Sector) Employee Staff
- IT contracted with two senior developers in 2014 and 2015 as leased employees. They were both hired as State Employees in 2016.
- Brian Devaul from Integrated Software Specialists (ISS) performs enterprise architecture design consulting tasks recommends product lines and operating platforms. He is also engaged in Requirements gathering sessions and participates in System Testing and Implementation tasks in support of our network/server environments.
- Ramona Filipi performs data warehouse highly specialized data extract tasks on a very sporadic basis through DataSense Solutions.
- Akbar Farook performs business process redesign for e-Court through Global Justice Solutions.

3.3.7 Services to Business Partners
3.3.7.1 Current Services
IT supports a variety of business partners as follows:
- NHJB has an MOU supported service providing connectivity to the Juvenile Probation and Parole Officers, Division of the Executive Branch, Department of Health and Human Services. The service provides JPPO access to their case management system via the NHJB network at no cost to JPPO.
- NHJB provides NHJB network access to the Administrative Services Department, Division of Plant and Property Management for access to their HVAC software
supporting court management. Business partners utilizing this service sign the standard NHJB Internet/e-mail use Policy.

- Videoconferencing service for connecting to the NHJB Videoconferencing system is offered to several state and county business partners under the guidelines of signed MOU's and include:
  a) County: Sheriffs, Houses of Correction,
  b) State: Prisons, the Sununu Center (YDC), hospitals
  c) Municipal: Jails at police departments
  d) NHJB: Trial Court Center, AOC, all trial courts

- Private Sector: Attorney access to e-Court for law firms

- NHJB participates in the voluntary National Center of State Courts CourTools reporting system for national statistics purposes. An annual report of statistics is provided.

- The NHJB shares its breadth of standards, policy and procedures with other judicial branches and courts around the country via a listserv of state and county CTO's and those of other countries. This is accomplished via the CITOC Chief Information Technology Consortium organization which the NHJB CTO is a member of.

- The NHJB participates in the national Conference of State Court Administrators (COSCA) and COSCA New England regional meetings offering presentations and consulting recommendations.

- The NHJB offers a program providing direct access to its flagship trial court Case Management System Odyssey to the Judicial Council via an MOU. The program provides online, real time access to court case information.

- IT volunteered and assisted the Judicial Conduct Committee (Janet Devito) in developing a contract for computer maintenance.

3.3.7.2 History of Other Services Previously Provided

IT provided the following services to business partners in recent bienniums:

- Net programming and design consulting services to the Department of Health and Human Services.

3.4 Support Desk

3.4.1 Staff

The Support Desk is staffed by four full-time technicians and one technician/ supervisor. This staff is trained in a wide variety of tasks including various levels of software and hardware debugging, network issues, Electronic Registries outages debugging and data entry back-up, inventory, assistance with level 2 hardware deployments, Odyssey table management and general usage inquiries.

3.4.2 Ticket Volume see chart for percent increase.

The Support Desk Staff processes approximately 1200 calls per month which has remained steady since FY 2013-2014. The ticket queue for the Support Desk which averaged 125-150 in 2008 now has an average daily backlog of 37-39 received/active tickets. See the ticket volume trend represented in chart form below:
3.4.3 Ticket Metrics
Software tickets make up 85% of all tickets with other tickets largely for hardware issues, account set-up and equipment moves.

<table>
<thead>
<tr>
<th>Category</th>
<th>2012</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Odyssey CMS tickets</td>
<td>53.8%</td>
<td>59.2%</td>
<td>57.3%</td>
</tr>
<tr>
<td>2. Software, Technical</td>
<td>13.3%</td>
<td>4.1%</td>
<td>5.9%</td>
</tr>
<tr>
<td>3. Software, Non-CMS</td>
<td>19.0%</td>
<td>23.9%</td>
<td>14.2%</td>
</tr>
<tr>
<td>4. Account Access</td>
<td>8.6%</td>
<td>5.6%</td>
<td>6.6%</td>
</tr>
<tr>
<td>5. Hardware</td>
<td>5.3%</td>
<td>7.2%</td>
<td>15.4%</td>
</tr>
</tbody>
</table>

3.4.4 Performance
The Support Desk operates on structured hours; formal, written, centralized documentation; comprehensive cross training; disciplined ticket entry; ticket volume/backlog metrics; structured decision tree forwarding of senior level tickets; and a disciplined management focus to increase productivity. In addition, Support Desk performance has improved annually according to our customers’ ratings depicted in the chart below.
The survey expanded in 2012 to include other sections of IT.

3.4.5 Other Services

3.5 Network/Server Support

All networking and server hardware and software is planned for, installed, and maintained by Levels II and III of Technical Support Services. The Department of Information Technology is a business partner providing centralized Internet bandwidth service, data center services for certain AOC servers, and certain AOC router management.

3.6 Applications Development

Application development is accomplished via a combination of custom built applications and COTS and is implemented and maintained using a published waterfall methodology. The methodology uses strict structured templates for consistency, ease of IT and user staff training, efficiency of use and ease of management. Agile projects utilize Microsoft Team Foundation server is utilized for documentation and project management. Data Warehouse projects are led by the Deputy CTO and worked on part-time by two Case Management Systems staff.

3.7 Forms Development

Forms development and management for the trial court flagship case management system Odyssey is managed by IT with forms maintenance assistance from a circuit court forms specialist.

3.8 Standard Operating Practices

- Policy and Procedure - IT posts its’ various policies, practices, procedures, processes and forms on the Judicial Information Bulletin Board (JIBB) Intranet.
- Management Metrics – Metrics are the centerpiece for tracking incoming requests and workload trends to the Support Desk. Satisfaction surveys are sent out twice yearly to gage user satisfaction of IT as a means of process and service improvement.
• Lean Management – In 2011, an IT systems analyst was sent to a Lean training class at the Executive Branch and another training class at Boston University. This training is a good addition to the training and experience Business and Systems Analysts employ in their daily roles in documenting existing work flow and designing new, improved work flow.

• Project Management – A published standard for project management is available and includes the standard for use of Microsoft Project and certain column headings for efficient project tracking.

• Meeting Management – The project management standard contains directives to hold weekly project status meetings, produce agendas and issues lists and to keep meetings focused to increase the sense of urgency and probability for project success.

3.9 Management/Approach

3.9.1 Overview
IT is managed through a very structured management approach driven by a customer centric service theme supported by the promotion of professional attitudes and service orientation. It is further supported by disciplined user request ticket entry and management, and structured policy development.

3.10 IT Training

3.10.1 Training for IT Staff
The IT training budget was established in fiscal year 2009 as part of the Judicial Branch Education Committee (JBEC) education fund. Funding history and future budgets are: In fiscal 2010, the Chief Technology Officer was granted approval to extend the IT education funding to $15,000. In 2011, the funding was again $15,000. In FY 2012, it was reduced to $10,000 due to a sizable reduction in overall JBEC funding available. In FY16 and FY17, the budget returned to the $15,000 level annually.

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FY09</td>
<td>$10,000</td>
<td>FY14</td>
<td>$15,000</td>
</tr>
<tr>
<td>FY10</td>
<td>$15,000</td>
<td>FY15</td>
<td>$15,000</td>
</tr>
<tr>
<td>FY11</td>
<td>$15,000</td>
<td>FY16</td>
<td>$20,000</td>
</tr>
<tr>
<td>FY12</td>
<td>$10,000</td>
<td>FY17</td>
<td>$20,000</td>
</tr>
<tr>
<td>FY13</td>
<td>$15,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3.10.2 NHJB Employee Orientation IT Training
IT provides a review of the IT organization, services and standards/policy. The program promotes proper use of computers, computer use risks to the NHJB IT operating environment and IT process overview for requesting IT services. This training is offered to Judicial Branch staff in three forums:

a) Periodic NHJB level employee orientation for new employees
b) Annual review of NHJB information technology for new law clerks
c) New judges orientation with AOC management.

3.10.3 Case Management System Training
IT provides comprehensive application software training for new IT and court staff on the functionality and proper use of the complex trial court Case Management System Odyssey.
3.11 Audits, Inventory and Licensing Compliance

3.11.1 National Center for State Courts (NCSC) IT Audit
As part of the Innovation Commission goal of ensuring or increasing efficiency in the AOC, an audit of IT was conducted by the NCSC in the summer of 2011. The results were positive.

3.11.2 Hardware Inventory
A physical inventory of IT computer hardware inventory by the AOC IT staff is planned in during FY17 as part of our implementation of a new asset management software system.

3.11.3 Software Licensing Inventory
The last software licensing compliance audit by IT was completed in FY 12.

3.12 Standards/Policy

3.12.1 IT Policy
Policies are listed in Appendix A IT Standards/Policy

3.12.2 IT Hardware Standards
IT Hardware Standards are listed in Appendix B Hardware Standards

3.12.3 IT Software Standards
IT Software Standards are listed in Appendix C Software Standards

4.0 Workload Status

Information Technology projects are logged, prioritized, and tracked in a queue or list depicted below known as our Top 10 Priority Projects list. This list is maintained by IT senior management who draft the list and place preliminary priorities on projects in it. The CTO reviews the list with the NHJB Administrative Council periodically and makes updates accordingly.
# Primary Projects List

<table>
<thead>
<tr>
<th>Rank</th>
<th>Project</th>
<th>ACT</th>
<th>PRG</th>
<th>Description</th>
<th>IMPLEMENTATION &amp; TARGET DATE</th>
<th>Req</th>
<th>Desig</th>
<th>Dev</th>
<th>Test</th>
<th>Impl</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Move to One Granite Place</td>
<td>Y</td>
<td>Y</td>
<td>Move TCC and AOC</td>
<td>March 30 - May 30</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>4-Court Case Type: Related</td>
<td>Y</td>
<td>Y</td>
<td>4-Court Party Access/Justice Bench resolved: 3rd of 7 case types</td>
<td>April, 2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>5-Court Public Access</td>
<td>Y</td>
<td>Y</td>
<td>Single Party Access/AOC party review completed: 9 of 7 case types</td>
<td>October, 2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>6-Court Address Resolution</td>
<td>Y</td>
<td>Y</td>
<td>Address access to complete case: 7 of 7 case types</td>
<td>November, 2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>7-Computerized Case Management System</td>
<td>Y</td>
<td>Y</td>
<td>Computerized Case Management System: 4 of 7 case types</td>
<td>November, 2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>8-Computerized Case Management System</td>
<td>Y</td>
<td>Y</td>
<td>Computerized Case Management System: 4 of 7 case types</td>
<td>October, 2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**High Priorities**

- Move to One Granite Place
- 4-Court Case Type: Related
- 5-Court Public Access
- 6-Court Address Resolution
- 7-Computerized Case Management System
- 8-Computerized Case Management System

**Low Priorities**

- 2-Court Case Type: Related
- 3-Court Public Access
- 4-Court Address Resolution
- 5-Computerized Case Management System
- 6-Computerized Case Management System

**Secondary Priorities**

- 1-Court Case Type: Related
- 2-Court Public Access
- 3-Court Address Resolution
- 4-Computerized Case Management System
- 5-Computerized Case Management System
## 4.2 Software Development

### 4.2.1 Development Custom-Built Applications Inventory

<table>
<thead>
<tr>
<th>Program / Product</th>
<th>Year Developed</th>
<th>Description</th>
<th>Operating System</th>
<th>Database</th>
<th>Language(s)</th>
<th>Comments and Support Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Warehouse</td>
<td>2009</td>
<td>Automated nightly execution of ETL using current data warehouse best practices to provide staff with management metrics for the Trial Court Case Management System Odyssey</td>
<td>Windows Server 2003</td>
<td>SQL Server 2008</td>
<td>SSIS</td>
<td>All Components Supported</td>
</tr>
</tbody>
</table>
### 4.2.2 Vendor Supported

<table>
<thead>
<tr>
<th>Program / Product</th>
<th>Year Dvlp.</th>
<th>Description</th>
<th>Vendor</th>
<th>Architecture and Platforms</th>
<th>Operating System</th>
<th>Database</th>
<th>Language(s)</th>
<th>Comments and Support Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Odyssey</td>
<td>2006</td>
<td>Automated case management system used by trial courts.</td>
<td>Tyler Technologies</td>
<td>Accessible through one of the following: 1. n-Tier 2. Stateless Application Model</td>
<td>Windows Server 2012</td>
<td>SQL Server 2012</td>
<td>All components supported</td>
<td></td>
</tr>
<tr>
<td>C-Track</td>
<td>1999</td>
<td>Automated case management system used by Supreme Court.</td>
<td>LT Court Tech</td>
<td>Accessible through one of the following: 1. Client-server and web browser 2. Open systems architecture; data may be transferred via Web Services (e.g. SOAP, RPC), Message Queuing (e.g. IBM MQ Series, Microsoft Message Queue), and File Transfer Protocol (FTP).</td>
<td>Windows Server 2003</td>
<td>SQL Server 2008</td>
<td>Java</td>
<td>All components supported</td>
</tr>
<tr>
<td>Digital Court Recordings</td>
<td>2001</td>
<td>Digital recording technology that enables users to dynamically link notes taken during live meetings to specific points; allows the users to capture, index, access, and manage digital audio and video recordings across the enterprise.</td>
<td>For The Record (FTR), LTD, Melbourne IT Inc.</td>
<td>Accessible through one of the following: 1. Optical media 2. LAN</td>
<td>Windows Win 7</td>
<td>N/A</td>
<td>Hyperlink technology: ThinkLink®</td>
<td>All components supported</td>
</tr>
<tr>
<td>The Court Record Online</td>
<td>2012</td>
<td>Automated transcript request service used by the NHJB and the public</td>
<td>Avtranz</td>
<td>Vendor hosted website</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>JMS</td>
<td>2013</td>
<td>Automated Jury Management System used by the Superior Courts</td>
<td>Cthouse Technologies</td>
<td>Client-server and web browser Vendor hosted juror portal website</td>
<td>Windows Server 2012</td>
<td>SQL Server 2012</td>
<td>All components supported</td>
<td></td>
</tr>
<tr>
<td>Call Center Software</td>
<td>2011</td>
<td>Cisco Systems' intelligent contact routing, call treatment, network-to-desktop computer telephony integration (CTI), and multichannel contact management over an IP infrastructure.</td>
<td>ePlus and Cisco Systems</td>
<td>Not accessible</td>
<td>Windows / Linux</td>
<td>Informix</td>
<td>Cisco proprietary</td>
<td>All components supported</td>
</tr>
<tr>
<td>Footprints</td>
<td>2011</td>
<td>Enables IT support desk to track, manage, and create knowledge base for future resolution of issues.</td>
<td>BMC Software</td>
<td>Accessible through one of the following: 1. Client-server 2. Terminal services</td>
<td>Windows 2003 R2</td>
<td>SQL 2008 SP2</td>
<td>All components Supported</td>
<td></td>
</tr>
</tbody>
</table>

### 4.3 Infrastructure and Operating Platforms

The following list represents a high-level inventory of the hardware and software infrastructure platform of the Judicial Branch.

- 180 Servers
- 85 Network Switches
- 55 Routers
• 147 Wireless Access Points
• 1220 Personal Computers register in AD; 1204 Windows 7, Windows XP - 15, Windows 2000 – 1
• PC’s or Laptops run Windows 7
• Databases are Microsoft SQL, MYSQL, MS Access, and B-Trieve.
• Application languages are COBOL, VB, and C# .net
• Use of Microsoft Access is discouraged and is not a standard

Planning on FY 17-18 starting a PC refresh with Windows 10 once testing is completed in FY 16

4.4 IT Equipment Upgrade Cycle

In July 2010, IT was allotted reoccurring revenue in a fund known as the IT Dedicated Fund. Lobbying efforts for the fund were based on a detailed inventory of IT equipment and best-practice research on customary IT equipment replacement periods industry wide. Private industry and some states upgrade all equipment every three or four years. IT determined the NHJB can operate on a more conservative cycle of five years on PC’s, monitors, printers and servers; and six or seven years on routers and switches. This perpetual maintenance and renewal project has been a success of the highest magnitude by raising our system up-time and lowering labor intensive debugging and emergency replacement of old equipment. It has also created efficiencies in deploying new software timely with less planning necessary to address compatibility issues between outdated equipment and modern software. The only exceptions to keeping all hardware/software updated per the plan are:

• Most NHJB printers
• Certain desktop PC’s
• Windows 2010 – Microsoft will be shipping new PC’s with the operating system Windows 2010 only starting in July, 2017. This creates two operating environments we strive to avoid as the need to upgrade Windows 7 devices will need to be prioritized.

5.0 Accomplishments – Biennium FY 14-15:

5.1 Major Strategic Project Accomplishments and Plans

5.1.1 Call Centers
The NHJB manages five primary call centers – a trial court information center with a staff of 35, an e-Court, e-file center staffed by 6, an information technology support desk staffed by 5, a Human Resources call center staffed by 4 and an accounting case management system financials group staffed by 2.

FY 12-15 Completed - Knowledge management software system Requirements were developed by IT and the trial courts to scope software design to provide a dashboard for NHJB call center users for easy, point and click access to Call Center and Support Desk staff to seek faster answers to customer questions.

FY 16-17 Planned - The project is on hold pending resources to evaluate industry leading products.
5.1.2 Cloud Computing

Cloud computing leverages remote data center computer resources and services provided by third party vendors offering large-scale efficiencies, depth of technical staff leverage and less need for State staff to manage computer environments and infrastructure.

FY 12-15 Completed - The NHJB views its cloud implementations to date as success stories as follows:

- Transcripts Publication and Distribution- implemented in 2012
- Interpreters Online Database- implemented in 2012
- E-Court- initial implementation in 2014
- Jury Management- Juror online questionnaire implemented in 2015
- Websense – Internet traffic filtering software

FY 16-17 Planned - Corporate use of cloud solutions continues to grow and as such the senior IT managers continue to evaluate and plan expansion of cloud based computing in our IT strategy. IT extended a contract with FirstLight (formerly G4) to provide co-location cloud services to the NHJB for certain applications not contracted with other COTS software vendors we do business with. We expect to expand into more cloud computing endeavors at a moderate to high pace with the goal to become largely cloud based by the end of FY2020.

5.1.3 Collaboration Software

The NHJB has been using Microsoft collaboration software product Sharepoint. Rapid expansion of the use of our standard Microsoft SharePoint software has been muted due to lack of a defined senior resource in IT to establish a scalable SharePoint environment and develop collaboration projects. In addition, basic user-friendly, secure file sharing demand is growing. NHJB users require file sharing with stakeholders internal and external to our network and require this functionality for restricted groups of project users. It does not currently endorse use of immature file sharing web-based services for security and general management reasons.

- FY 14-15 CompletedE-court Project Collaboration and file Sharing
- Superior Court Judges Orders Sharing
- Supreme Court Addison Trial Administration

FY 16-17 Planned - An increase in the expansion of the use of our standard Microsoft SharePoint software is desirable at this time. The resource constraint was resolved in the spring of 2016 with the hiring of a seasoned SharePoint analyst largely dedicated to SharePoint. As expected, we continue to experience an increase in the request volume for new collaboration sites including the following new projects:

- Superior Court Administrators File Sharing
- Circuit Court Administrators File Sharing
- Judges Forum collaboration site
- HR & Training site
- Administrative Memos document and collaboration site
- AOC Contract storage and collaboration

In addition we anticipate an upgrade from SharePoint 2010 up to SharePoint 2016 in 2017. This will move us to the current version of Microsoft SharePoint software and
provide a much needed development environment on SharePoint Server 2016. This will also let us leverage the new functionalities in SharePoint and possibly reduce our overhead by pursuing a cloud based version of SharePoint Online in the future.

5.1.4 Wireless Computing Access
Public Wireless Internet is available in all New Hampshire Judicial Branch courthouses. The service is provided to allow internet access to attorneys and self-represented parties for the purpose of communicating electronically with the New Hampshire Court System.

FY 16-17 Planned – Routine upgrades and maintenance only.

5.1.5 Network Bandwidth
FY 14-15 Completed – An upgrade to Carrier Ethernet network transmission circuit technology has been a great success supporting CMS connectivity, enterprise software applications and internet traffic. upgrade stages our operating environment for the burgeoning demand for expanded video use for training, product demonstration and core court business process use as well as e-Court technical requirements. However, we have experienced limitations of the Executive Branch services we integrated to. There have been significant obstacles and service inconsistencies in their service levels which we require from them to provide reliable, scalable network and Internet services. There is also a lack of an established invoicing system and general strategic growth plans on their part which creates a major issue over Internet and base cloud computing efforts championed by the NHJB. This remains a major operational concern of the NHJB. IT has developed an NHJB strategic alternative implementing our own internet connectivity, to ensure our top priority e-Court system is implemented successfully as well as ensuring a long-term plan for adequate Internet services and cloud computing service availability, paramount to our short and long-term strategic plans.

FY 16-17 Planned - We are initiating our plan to transition to expanded use of the FirstLight colocation data center for data center services and are moving applications there. Further, we intend to increase bandwidth by increasing our carrier ethernet service and create a more reliable Internet connection through connecting directly to the Internet through FirstLight instead of through the Executive Branch.

5.1.6 Instant Messaging
FY 16-19 - Instant messaging is envisioned as a possibility for court users pending a feasibility study of practical use, security, audit trail, and network bandwidth implications. It is not planned however at this time.

5.1.7 Microsoft Exchange Implementation


FY 16-17 Planned - Exchange is on our standard software upgrade cycle and will be funded by our IT Dedicated Fund as upgrades are needed.

5.1.8 Personal Device Use

The New Hampshire Judicial Branch (NHJB) non-judicial administrative employees (NHJB employees), judges, and masters are allowed remote synchronized access to their NHJB Outlooks accounts through their personal mobile devices. NHJB Outlook accounts include
email, calendars, tasks, and contacts. IT is moving cautiously to ensure the proper security of data, legal and general use implications with any expansion.

FY 16-17 Planned – No expanded use is expected in FY16-17.

5.1.9 Interactive Voice Software Use
Our successful implementation of Dragon Naturally Speaking voice recognition software in our trial courts in 2012. Below is a list of software recognition user over the past five years.

- 2012 – 6 licenses in use
- 2013 – 16 licenses in use
- 2014 – 25 licenses in use
- 2015 – 22 licenses in use
- 2016 – 24 licenses in use

FY16-17 Planned - Given the completion of our successful pilot of Dragon Naturally Speaking voice recognition software in our trial courts, but the lack of enterprise interest, we expect modest growth in the use of the product across the NHJB as has been the historic trend.

5.1.10 NH e-Court
e-Court is our primary project for promoting electronic transactions such as case filings and service, payments, electronic signatures, and inter-agency transactions which eliminates paper and duplicate data entry.

FY14-15 Completed - The first case type, Small Claims, was implemented on July 30, 2014. Guardianship was implemented on June 14, 2015.

FY16-17 Several of the 5 remaining civil case type groups of case types documented in the scope of NH e-Court either have been initiated with new project activity or are planned for the FY16-21 period, plus the Supreme Court and Criminal case types. Other key functions of such as Public Access, Party Access Summary and Judges Bench remain high priorities as we continue to work out critical Design issues to be resolved. Periodic software upgrades required to keep native e-Court software and the foundational Odyssey case management system software up to date has proven a challenge given restrictions in operating test environments and human resource testing challenges. The competition from these projects is exacerbated by software upgrades required by the multi-agency integrated justice information sharing project J-ONE.

5.1.11 Administrative Systems Replacement Project (ASAP)
Started in March of 2012, this project was envisioned to last a five-year period while we developed software to process AOC payroll, personnel, and accounting functions. The project is approximately 35% completed.

FY14-15 Completed – No implementations. The ASAP has been delayed by chronic problems with inadequacy of user availability to keep the project on a pace geared for 5 year implementation duration that IT recommended.

FY 16-17 Planned - The AOC is conducting a feasibility study of increased utilization of the Executive Branch ERP system provided by Lawson as a hedge to our own custom written vision and project. The project currently lacks a projected end date due to a myriad of uncertainties.
5.1.12 Court Recordings
FY14-15 Completed - An enterprise wide upgrade of hardware and software used to record court activity via audio was completed.

5.1.13 Videoconferencing
Videoconferencing reduces prisoner transport, custody, and control costs and increase public safety by permitting incarcerated litigants to “appear” at arraignment and other court hearings by remote videoconferencing technology.

FY14-15 Completed - The Administrative Office of the Courts purchased video conferencing systems for courts, one state prison site and for certain county jails. The non-court agencies are responsible for the ongoing maintenance of the systems and the monthly cost of the internet connection. The videoconferencing systems are also used for remote training of court staff where savings in staff travel and time are prudent.

FY16-17, we anticipate performing video upgrades as necessary according to our standard 5 to 7 year cycle with software and hardware upgrades more likely in FY18-19. Funding is now provided utilizing the IT Dedicated Fund.

5.1.14 Transcripts
With this project completed, we anticipate performing related upgrades as minimal upgrades in FY16-17.

5.1.15 Interpreters
The Language Bank provides language interpretation services for court case parties and witnesses via on-site interpretation, over-the-phone interpretation and document translation service interpreters. The court pays the costs of these services.

FY14-15 Completed - We implemented this web-based system for requesting interpreter services.

FY16-17 Planned – No upgrades are required for this third-party vendor supported service.

5.1.16 Jury Management
This automated system provides an online web-based questionnaire and jury selection functionality. The vendor also uses files provided by the NHJB to create the jury pool.

FY14-15 Completed – Courthouse Technology won a competitive bid and implemented the system. We recently upgraded the systems integrated voice response from analog to cloud based enabling the use of text communication with jurors.

FY 16-17 Planned - We recently upgraded the systems integrated voice response from analog to cloud based enabling the use of text communication with jurors.

5.1.17 Copier, Telephone, Data Lines and Fax Support and Management
FY 16-17 Planned - IT plans to continue to participate and lead, where applicable, the analysis of these devices, as they become a more integrated part of our network connectivity due to the innovation of network connectivity vendors are providing for these product lines.
5.1.18 Open Source Software
IT continues to utilize Open Source software at the NHJB at the rate of approximately 18% of our total software portfolio. We will continue to view Open Source as a viable software solution alternative to vendor supported systems providing the quality meets are standards for product history, track record and quality technical support.

5.1.19 Data Warehouse
The Odyssey Case Management System data warehouse was implemented in late 2010 and has had five upgrades of fields and reports. Court managers prioritize new phases of metric report generation based on need.

5.1.20 VoIP Telephones
The NHJB uses Voice-over-Internet-Protocol telephony services.

FY14-15 Completed – Following numerous periods of delays in the Executive Branch statewide VoIP project we implemented our own VoIP system utilizing services from FairPoint Communications. Implemented in six months from project initiation, the project has been a success and is saving us approximately six-digits in dollars annually.

5.1.21 J-ONE Integrated Justice
Future projects for J-ONE are tracked in a project list with progress marked by SDM step in a table attached as Appendix D.

5.1.22 Internet-based Microsoft Training Program
The NHJB is awarded software training offerings from Microsoft on an annual basis at no cost as a result of previously purchased enterprise licensing.

5.1.23 HR Ticket Management

FY 16-17 Planned - Rollout of our flagship ticket tracking software Footprints to AOC Human Resources in support of their call center operations is on hold and not scheduled in FY16. It is more likely to be deployed in FY17-19.

5.1.24 Software License Inventory
IT is due to perform license compliance audit in FY 17.

5.1.25 Physical Hardware Inventory
IT is due to perform a physical hardware inventory in FY17 as part of the implementation of a new asset management software system purchased in 2016.

5.1.26 Computer Monitor Standards Change

FY16-17 Planned – We plan to continue our gradual implementation of our standard 23” computer monitors according to our 5-year replacement cycle as funded by the IT Dedicated Fund.

5.1.27 Protective Order System Upgrade
FY16-17 Planned - IT plans an upgrade to the Registries Protective Order server and Right-Fax software to a modern platform in the fall/winter of FY17.

5.1.28 Windows Server 2012 Upgrades
IT expects to finish upgrades to the approximately 90 remaining servers in FY17.
5.1.29 Standards/Policy

FY16-17 Planned - An upgrade to our standard IT System Access Request Form is planned to better serve court administrators to enhance the flow and ergonomics of this form which authorized access to IT systems for court users.

5.1.30 Supreme Court Case Management System Upgrade

FY16-17 Completed - This software upgrade was completed in December, 2015. A new module which does not exist today will be added to allow for public access to Supreme Court cases. This phase is scheduled for implementation in the spring of 2017.

5.1.31 Windows 7 Upgrade

FY 14-15 Completed - The PC desktop upgrades to Windows 7 were completed in FY14.

FY16-17 Planned - The upgrade to Windows 7 laptops from Windows XP was completed in FY16.

5.1.32 Intranet Upgrade

FY16-17 Planned - The NHJB implemented a major design upgrade of its internal Intranet (JIBB) software in FY16.

5.1.33 Report Platform Conversion

FY14-15 Completed - IT completed a feasibility study of its automated reporting platform and has completed conversion of Business Objects/Crystal Reports reports to native Microsoft SSRS reports.

5.1.34 Courtroom Automation

As e-Court case types are implemented, new computers, scanners, and printers are added to each related courtroom.

5.1.35 Infrastructure

IT plans a 20% per year upgrade and renewal of our computer systems hardware/software annually in FY16-17.

6.0 Long Term Planned Objectives for FY18-19

- Drug Court – The Superior Court is engaged with counties and the department of justice on collaboration to create a drug court database of cases and share this information.
- Disaster Recovery – An IT project dependent on users development of a Business Continuity Plan
- Online Electronic Payments – Add timed and ad hoc payments to be made on all case types through the e-Court payment engine to reduce court traffic and check/cash processing.
- e-Court Party and Public Access
- Judges Workbench – Judge efficient event processing phase of e-Court.
- E-Court – Finish remaining e-Court case types: Domestic Violence, Marital, Superior, and Circuit general cases, then Criminal and Supreme Court.
7.0 Budget

7.1 Operating Budget

FY2016 Budget $1,711,312 Salaries (includes Consultants Costs); $672,235 Benefits
FY2017 Budget $1,742,521 Salaries (includes Consultants Costs); $703,708 Benefits

7.2 Capital Budget

IT has been allotted a Capital appropriation of $1,951,000 in FY11 and $3,219,604 in FY13 for the NH e-Court project. IT has requested additional capital funding in FY16 of $3,151,620 bringing the project total Capital Budget cost to $8,322,224.

FY 16-17 Biennium: Requested $3,151,620; Received $1,261,628. Total Capital Budget through 6/30/17 is $6,432,232.

7.3 Dedicated Fund

7.3.1 Origin and Purpose:
During a 2008 assessment of the operations, the new Chief Technology Officer determined that, given the degree of outdated infrastructure hardware and associated COTS “system” software such as operating systems and database software, it was advisable to fund for continual upgrades to hardware and software primarily in five to seven year cycles. Executive managers and legislative liaisons responded by developing a plan for a reliable stream of annual revenue to fund such a concept. The Judicial Branch Dedicated IT Fund was established during the 2009 Legislative Session to provide the Judicial Branch with existing software upgrade and maintenance funds, and upgrades to existing IT infrastructure hardware. It was modeled and approved largely on a 5-year cycle replacing an average of 20% of aged equipment each year. As noted in RSA 490:26h(b)IV, the IT Fund was established as follows: “Fourteen percent of each entry fee collected in the judicial branch family division and in the supreme, district, superior, and
probate courts and 16.67 percent of the penalty assessment collected pursuant to RSA 188-F:31 shall be deposited in the judicial branch information technology fund.”

7.3.2 Historical Budget Overview:
The expected annual fund amount was determined by case and fee counts from the 2008 case filing data. Given the fluctuating nature of annual filings, it was understood that the revenue trend will fluctuate and the spending trend will fluctuate accordingly.
Appendix A - IT Standards/Policy

Software License Inventory Compliance Process
Forms Management Policy
Software/Hardware Procurement and Use Policy
IT Equipment Planning Procedure for Court Location Moves/PC Upgrades
Judicial Branch Standard Hardware and Software Policy
.Net Programming Standards
Data and Application Access Policy
IT Project User Sign-off document
Systems Development Methodology
Production System Downtime Standard
IT Project Management Policy
Request for IT Systems Access Form
Computer Equipment Inventory Policy
Internet Access and Email Use Policy
Internet File Sharing Use Policy
Emailing Protective Orders
Skype Use Prohibition and VoIP Use Restrictions
Managing Court Data File Back-ups Policy
IT Systems Access Policy and Procedure
Powering Down Electronic Equipment (power savings initiative)
Remote Access Policy
Test Data Practice
Alternative Email Addresses
IT Systems Planned Downtime Periods
Audio/Video Streaming, Internet Radio Use
Data Line Sniffing
Hardware Device Naming Convention
Computer Room Emergency Procedures
Employee Data Privacy Policy
Building Security Key Access and Use
CTO Backup Coverage Policy
Support Desk Ticket Queues, Routing, and Escalation Levels
Support Desk ticket critical level standard
User Satisfaction Survey
Support Desk Operating Procedures
IT Hardware Physical Inventory Standard
FY 2010/11 and FY2012/13 Strategic IT Plans
Project Management Standard
Electronic Registries Processing Standard
Court Local File Back-up Procedure/Policy
Third Party MOU for Judicial Branch Computer Services
Software Evaluation Standard and Score Sheet
Software Project Initiation Form (SPIF)
Five-Year infrastructure renewal budget
Business Requirements standard form
IT Maintenance Window Standard
Support Desk Management Metrics
IT development platform standard for .Net/SQL
Appendix A Continued

User Acceptance Testing process and platform
Data Circuit Ordering Process
DoIT Data Center Authorization List and Process
Nightly Server/Network Log Review Procedure
Production Load Policy
System Access Policy
Tyler Technologies Organizational Overview
Software Application Inventory
IRS Independent Contractor Guidelines
New Employee IT Presentation
VoIP End User Support Service Levels
The AOC Call Center Post Go Live Support Process
Drop-Box Use by Superior Court
IT Business Practices Memo
IT Job Descriptions
Timesheet Submission
DoIT Access for AOC Employees
Vendor Contact List
Emergency Contact List
VPN Policy

Standards/Policy Planned FY16–FY17:

Mobile Device Use Policy
Password Policy
Confidentiality Policy
Update of Systems Development Methodology
### Personal Computer Hardware

<table>
<thead>
<tr>
<th>Product</th>
<th>Model Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell Desktop PC’s</td>
<td>Various models as approved by IT</td>
</tr>
<tr>
<td>Lenovo Desktop PC’s</td>
<td>Various models as approved by IT</td>
</tr>
<tr>
<td>Dell Laptop PC’s</td>
<td>Various models as approved by IT</td>
</tr>
<tr>
<td>Lenovo Laptop PC’s</td>
<td>Various models as approved by IT</td>
</tr>
<tr>
<td>Dell Computer Monitors</td>
<td>Various models as approved by IT</td>
</tr>
<tr>
<td>Hewlett Packard</td>
<td>Models as approved by IT</td>
</tr>
<tr>
<td>Copiers</td>
<td>Models as approved by AOC Accounting and IT</td>
</tr>
<tr>
<td>Specialty Receipt Printers</td>
<td>Models as approved by IT</td>
</tr>
<tr>
<td>Scanners</td>
<td>Models as approved by IT</td>
</tr>
</tbody>
</table>

### Printers/Scanners/Copiers

<table>
<thead>
<tr>
<th>Product</th>
<th>Model Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hewlett Packard</td>
<td>Models as approved by IT</td>
</tr>
<tr>
<td>Copiers</td>
<td>Models as approved by AOC Accounting and IT</td>
</tr>
<tr>
<td>Specialty Receipt Printers</td>
<td>Models as approved by IT</td>
</tr>
<tr>
<td>Scanners</td>
<td>Models as approved by IT</td>
</tr>
</tbody>
</table>

### Video Devices

<table>
<thead>
<tr>
<th>Product</th>
<th>Model Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cameras and Peripherals</td>
<td>Various models as approved by IT</td>
</tr>
</tbody>
</table>

### Personal Mobile Device Access Policy

The New Hampshire Judicial Branch (NHJB) non-judicial administrative employees (NHJB employees), judges, and masters will be allowed remote synchronized access to their NHJB Outlooks accounts through their personal mobile devices. NHJB Outlook accounts include email, calendars, tasks, and contacts. The AOC Chief Technology Officer identifies those personal mobile device operating systems which the AOC Information Technology (IT) Department can support while preserving the security of NHJB Outlook content. These Operating systems are kept up-to-date on the NHJB IT access page.
Appendix C – Judicial Branch Software Standards

NHJB SOFTWARE STANDARDS
Created: October 24, 2012  Updated: November 2, 2016

The purpose of this standard is to ensure NHJB employees are using commercial software that is industry software licensing compliant, approved by AOC IT for security and network compliance purposes, is supported by AOC IT staff and for reporting Open Source Software use to the legislature.

<table>
<thead>
<tr>
<th>SOFTWARE PRODUCT NAME</th>
<th>SOFTWARE PRODUCT DESCRIPTION</th>
<th>OPEN SOURCE/PROPRIETARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting/Financial System</td>
<td>Legacy internal accounting/financial and personnel/payroll system</td>
<td>C</td>
</tr>
<tr>
<td>Business Objects/Crystal Reports</td>
<td>Report writing software</td>
<td>P</td>
</tr>
<tr>
<td>Capture Portlet</td>
<td>Document Scanning Software used in AOC Accounting</td>
<td>P</td>
</tr>
<tr>
<td>Check Assist Software</td>
<td>Accounting software supporting check writing</td>
<td>P</td>
</tr>
<tr>
<td>File &amp; Serve</td>
<td>e-Filing br Attorneys; e-Filing integration into Odyssey</td>
<td>P</td>
</tr>
<tr>
<td>ForTheRecord(FTR)-Legnotes</td>
<td>Records the audio of court proceedings in a digitized file</td>
<td>P</td>
</tr>
<tr>
<td>Horizon</td>
<td>Library Book Tracking Database</td>
<td>P</td>
</tr>
<tr>
<td>Judicial Scheduling</td>
<td>Legacy internal judge scheduling system</td>
<td>C</td>
</tr>
<tr>
<td>LexisNexis</td>
<td>RSA and other legal reference software</td>
<td>P</td>
</tr>
<tr>
<td>NH First</td>
<td>State enterprise financial system: payroll, personnel, budgeting, accounting</td>
<td>P</td>
</tr>
<tr>
<td>Odyssey</td>
<td>Court case management system</td>
<td>P</td>
</tr>
<tr>
<td>OGE ethics and PURbase NH</td>
<td>Law Library software for...</td>
<td>P</td>
</tr>
<tr>
<td>Open Fox System</td>
<td>Web Browser Software br Entry of Bench Warrants/Protective Orders</td>
<td>P</td>
</tr>
<tr>
<td>RightFax</td>
<td>Receives, stores and views Protective Order images br Registries staff</td>
<td>P</td>
</tr>
<tr>
<td>RMS</td>
<td>Viewer for image files</td>
<td>P</td>
</tr>
<tr>
<td>Software 995</td>
<td>Creates .pdf files types from other types</td>
<td>O</td>
</tr>
<tr>
<td>Sony DVE version 3.3.01</td>
<td>Hand-held recorder software to copy files from hand-held to PCs</td>
<td>P</td>
</tr>
<tr>
<td>Thompson Reuters C-Track</td>
<td>Supreme Court Case Management System</td>
<td>P</td>
</tr>
<tr>
<td>TurboCourt</td>
<td>e-Filing br Self-represented litigants</td>
<td>P</td>
</tr>
<tr>
<td>Westmate</td>
<td>Communications software allows automatic access to Westlaw to customize PC</td>
<td>P</td>
</tr>
<tr>
<td>Wisetrack</td>
<td>Used to track inventory</td>
<td>P</td>
</tr>
<tr>
<td>WS-FTP</td>
<td>File Transfer Protocol Software for secure file transmission (used in NH First)</td>
<td>P</td>
</tr>
</tbody>
</table>

IT STAFF USE ONLY

<table>
<thead>
<tr>
<th>SOFTWARE PRODUCT NAME</th>
<th>SOFTWARE PRODUCT DESCRIPTION</th>
<th>OPEN SOURCE/PROPRIETARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>7Zip</td>
<td>Used by IT - Utility to compress files</td>
<td>O</td>
</tr>
<tr>
<td>Adobe Photoshop</td>
<td>Raster Image Manipulation tool (web graphics)</td>
<td>P</td>
</tr>
<tr>
<td>Apache Tomcat</td>
<td>Executes Java Servlets &amp; renders web pages from Web servers (i.e. MS-IIS)</td>
<td>O</td>
</tr>
<tr>
<td>Apex SQL and Data Diff</td>
<td>SQL database comparison utilities</td>
<td>P</td>
</tr>
<tr>
<td>Approach</td>
<td>No longer used? (former Inventory Management software)</td>
<td>P</td>
</tr>
<tr>
<td>Autopsy</td>
<td>PC forensics software</td>
<td>O</td>
</tr>
<tr>
<td>Backward</td>
<td>Email traffic monitoring/filtering</td>
<td>P</td>
</tr>
<tr>
<td>BJS Administrator</td>
<td>Batch job scheduling software</td>
<td>P</td>
</tr>
<tr>
<td>bridge</td>
<td>Legacy database management system br Administrative Systems</td>
<td>P</td>
</tr>
<tr>
<td>CAD</td>
<td>Dan Labrie use undetermined</td>
<td>P</td>
</tr>
<tr>
<td>CSS(OMS Window Config, Mgr)</td>
<td>Collects and manages software usage data</td>
<td>P</td>
</tr>
<tr>
<td>DDF Builder</td>
<td>B-Tree Data Manager-changes data; designs B-Tree file structures V6.15</td>
<td>P</td>
</tr>
<tr>
<td>Distutor</td>
<td>Used to send files from central AOC servers to remote court servers</td>
<td>P</td>
</tr>
<tr>
<td>Diva/GE Nave/WaveReader</td>
<td>Security camera</td>
<td>P</td>
</tr>
<tr>
<td>DreamWeaver</td>
<td>Web Design Software</td>
<td>P</td>
</tr>
<tr>
<td>Fairpoint VoIP</td>
<td>Used by IT - Web based software to manage VoIP phones</td>
<td>P</td>
</tr>
<tr>
<td>Fiddler</td>
<td>Debugging proxy which logs all HTTP(s) traffic from applications to Internet</td>
<td>P</td>
</tr>
<tr>
<td>Footprints</td>
<td>Help Desk Ticket (Request) Tracking</td>
<td>P</td>
</tr>
<tr>
<td>glint</td>
<td>Screen Emulation for legacy interface to SPCTS Criminal History system</td>
<td>P</td>
</tr>
<tr>
<td>IBM Record Now</td>
<td>Burns data and audio files to CD; used by court staff in conjunction with FTR</td>
<td>P</td>
</tr>
<tr>
<td>Image Sum</td>
<td>Used to save files on CD/DVDs</td>
<td>P</td>
</tr>
<tr>
<td>IMail</td>
<td>Email server software</td>
<td>P</td>
</tr>
<tr>
<td>IMail</td>
<td>Wmaill Server software</td>
<td>P</td>
</tr>
<tr>
<td>iperf</td>
<td>Networking only</td>
<td>O</td>
</tr>
<tr>
<td>JQuery</td>
<td>JavaScript Library</td>
<td>O</td>
</tr>
<tr>
<td>Linux Operating System</td>
<td>Used for Probate Public Access workstations</td>
<td>O</td>
</tr>
<tr>
<td>Logica Doc</td>
<td>Documentation file sharing</td>
<td>O</td>
</tr>
<tr>
<td>Look@LAN</td>
<td>Network debugging tool</td>
<td>O</td>
</tr>
<tr>
<td>McAfee</td>
<td>Anti-virus software kept current by IT to provide virus protection on Court PC’s</td>
<td>P</td>
</tr>
<tr>
<td>Merant DataDirect Connect</td>
<td>ODBC Driver</td>
<td>P</td>
</tr>
<tr>
<td>Software Name</td>
<td>Description</td>
<td>License Type</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>MicroFocus Net Express</td>
<td>Personnel and Accounting Systems COBOL development environment</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Microsoft Bus. Intell. Dev. Studio</td>
<td>Data Warehouse ETL Tool</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Microsoft Expression</td>
<td>Used by IT to create training videos</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Microsoft SQL Server Management Studio (IT use)</td>
<td>Allows access to MS SQL databases</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Microsoft Team Explorer</td>
<td>Data Warehouse Office Integration and Project Management</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Microsoft Team Foundation Server</td>
<td>Application Life Cycle management</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Microsoft Visual InterDev</td>
<td>Judicial Scheduling development environment</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Microsoft Visual Studio</td>
<td>Integrated Development Environment and Automated Testing</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Mozilla Firefox</td>
<td>For Jury Management only</td>
<td>Proprietary</td>
</tr>
<tr>
<td>mRemote Networking Only</td>
<td>Network debugging tool</td>
<td>Proprietary</td>
</tr>
<tr>
<td>MS-SQL</td>
<td>Judicial Branch standard database management system</td>
<td>Proprietary</td>
</tr>
<tr>
<td>MySQL</td>
<td>Database software</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Notepad ++</td>
<td>Open Source utility for light editing and text/source code manipulation</td>
<td>Open Source</td>
</tr>
<tr>
<td>Putty</td>
<td>Networking only</td>
<td>Open Source</td>
</tr>
<tr>
<td>Redgate SQL Doc</td>
<td>SQL database documentation software</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Redgate SQL Prompt</td>
<td>SQL database intelligence</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Remote Assistance</td>
<td>Used by IT &amp; Accounting to access a remote computer for debugging purposes</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Remote Desktop</td>
<td>Allows IT technicians to diagnose/fix problems on remote computers</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Roxio Creator</td>
<td>Created CD's and DVD's</td>
<td>Proprietary</td>
</tr>
<tr>
<td>SentryPlus</td>
<td>Used by IT to monitor Minuteman UPS batteries</td>
<td>Proprietary</td>
</tr>
<tr>
<td>SenReid Manager</td>
<td>Network debugging tool</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Snort</td>
<td>Network debugging tool</td>
<td>Proprietary</td>
</tr>
<tr>
<td>TruVision</td>
<td>Used by IT and Security - DVR Software to export and monitor DVR</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Uintrends</td>
<td>File backup software</td>
<td>Proprietary</td>
</tr>
<tr>
<td>untrassound</td>
<td>Network only monitoring</td>
<td>Proprietary</td>
</tr>
<tr>
<td>VirtualBox</td>
<td>Virtualization tool</td>
<td>Proprietary</td>
</tr>
<tr>
<td>VMware</td>
<td>Operating System</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Websense</td>
<td>Web filter software</td>
<td>Proprietary</td>
</tr>
<tr>
<td>WIN-Zip, T-Zip, PrintKey</td>
<td>IT Utilities</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Wireshark</td>
<td>Network only</td>
<td>Proprietary</td>
</tr>
<tr>
<td>WMHelp XMLPad</td>
<td>XML editor; Imports HTML, create/remove tags, color syntax highlight, etc.</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Xhorse</td>
<td>B-Trieve Data Manager (some Court Staff use)</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Zabbix</td>
<td>Used by IT - Web based software to manage Network</td>
<td>Proprietary</td>
</tr>
</tbody>
</table>

**MOBILE DEVICE OPERATING SYSTEM REQUIREMENTS**

- Android: Google Android ("Droid") based Operating System
- iOS x: Apple phone Operating System where x is the software version number
- Microsoft Mobile x.x.x: Microsoft based Operating System where x.x.x is the software version

**NON-STANDARD SOFTWARE (all in limited use but no longer purchased or new copies installed)**

- ASPi: Internet Service Provider
- P-C Anywhere: P-C access for remote PC troubleshooting; use discontinued
- Remote Access: P-C access for remote troubleshooting; Clerk access for multiple court CMS mgmt.
- SPSS: Statistical Analysis Report Writing Software

**PRIMARY PERSONAL COMPUTER SOFTWARE**

- PDX Reader: File "viewer" to read special files such as transcripts
- Adobe Flash Player: Allows viewing of video media
- Adobe Pro/Acrobat/Reader: Write protects files in .pdf format and read capability of .pdf
- Dragon Naturally Speaking: Software which translate speech into Word text
- goto meeting: Shared calendaring system for scheduling meetings
- Identocard: Software for creating employee identification badges
- Microsoft Silverlight: Screen Display Enhancement Add-On
- MS Office: Word, Excel, PowerPoint (presentations), Outlook (email)
- MS Visio: Draws graphical depictions of flowcharts, structure charts, hierarchy charts.
- MS-Internet Explorer: Allows an interface for accessing the Internet
- MS-Project: Develops Project Plans and Schedules
- MS-Windows: Standard desktop and laptop Operating System
- PrintKey: Used as a Print Screen function
- Sharepoint: Microsoft Collaboration site for project file sharing and group discussion
- SSL VPN: Barracuda Software for VPN
- Windows Media Player: Launches FTR Audio formatted files

Total non-custom built software packages that are proprietary: 57 (82%)
Total non-custom built software packages that are open source: 10 (18%)
Total: 67
## Appendix D – J-ONE Project Priority List

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Project Description</th>
<th>J-ONE Project</th>
<th>PROJ.</th>
<th>DESIGN</th>
<th>DEV.</th>
<th>TEST</th>
<th>IMPLEMENT</th>
<th>COMPLETED</th>
<th>COMMENTS</th>
<th>Status</th>
<th>Status Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>n/a</td>
<td><strong>Tyler Change Orders Phase 2</strong></td>
<td>eComplaints &amp; Dispositions</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>July 2016 (Tentative)</td>
<td>Red</td>
<td>Funding ends March 2016. Completion date was pushed out from March 2016 to July 2016. Tyler delayed delivering the code changes/bug fixes.</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td><strong>SP Plea by Mail Phase 2</strong> (&quot;Initial Case Creation - ICC&quot;)</td>
<td>e-Citations &amp; Dispositions</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>May 2016</td>
<td>SP PBM Phase 2 scope was reduced to only contain code changes on safeV/ETS</td>
<td>Grey</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td><strong>SAVN Statewide Automated Victim Notification - Protective Orders project scope</strong></td>
<td>SAVN - Victim Notification</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>September 2016</td>
<td>Order</td>
<td>AOC IT would work this project concurrently with #1 Tyler Change Orders Phase 2 and #2 SP PBM Phase 2 using Monica as the primary resource. This effort diverts resources away from e-Courts (e.g., Odyssey Portal and Judges Bench)</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td><strong>Provide local agencies with business process training on the UCT so that they will issue paper complaints that use UCT values. Include a business process solution related to the amendment process.</strong></td>
<td>e-Citations &amp; Dispositions</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>n/a</td>
<td>Grey</td>
<td>Ongoing, iterative effort. Note that Dispositions to DMV and CHRI are ~95% accurate; however, SPILL counts are higher; the “fix” is manual re-work for court staff.</td>
</tr>
<tr>
<td>5</td>
<td>1</td>
<td><strong>Provide local agencies with business process training on the UCT so that they will issue paper complaints that use UCT values. Include a business process solution related to the amendment process.</strong></td>
<td>e-Citations &amp; Dispositions</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>Unknown</td>
<td>Grey</td>
<td>Keith advises that court and AOC IT involvement would be low. The “dispositions issue” (e.g., amended charges and detailed disposition/sentencing info to DMV and Criminal History) must be resolved before J-One can move forward.</td>
</tr>
<tr>
<td>6</td>
<td>2</td>
<td><strong>Dispositions to DMV for Defaults &amp; Vacated</strong></td>
<td>e-Citations &amp; Dispositions</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>TBD</td>
<td>Grey</td>
<td>Paula has indicated this is high-value for the courts. Keith has expressed concerns about the scope of this effort.</td>
</tr>
<tr>
<td>7</td>
<td>2</td>
<td><strong>SP Plea by Mail Phase 3</strong> (&quot;Initial Case Creation - ICC&quot;) + Pre-trial Conference Application</td>
<td>e-Citations &amp; Dispositions</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>IC Phase 2: February 2016 + 4 weeks for PTC Application</td>
<td>Grey</td>
<td>Requires new integration to be set up between Odyssey &amp; ETS.</td>
</tr>
<tr>
<td>8</td>
<td>n/a</td>
<td><strong>The Courts will conduct paperless trials for State Police PBMs</strong></td>
<td>e-Citations &amp; Dispositions</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>7(ICC Phase 2 and PTC App)</td>
<td>Grey</td>
<td>Requires business process re-engineering and possible rules/legislative changes that require defendants to e-file and receive e-Service.</td>
</tr>
<tr>
<td></td>
<td>9</td>
<td>2</td>
<td>e-Ticket, e-Complaint, and e-Crash Modification (for local PDs)</td>
<td>eComplaints &amp; Dispositions</td>
<td>Jan-16 (e-Ticket) June-16 (e-Crash)</td>
<td>3 sites (Salem, Windham &amp; Pelham) in Prod. Titech 6.5 release is available but not tested. Keith reports that locals are anxious to move forward with the plain paper citations.</td>
<td>Orange</td>
<td>The Judicial Branch considers these projects “ON HOLD” due to the e-Court demand and priority. Recommend NHB and DOS jointly develop a rollout strategy for bringing local PDs into J-One.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>----</td>
<td>-----</td>
<td>---------------------------------------------------------------</td>
<td>-----------------------------</td>
<td>-----------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>--------</td>
<td>------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>The Courts will receive electronic complaint from Local PD's (Titech; 75% Local PDs RMS vendor)</td>
<td>eComplaints &amp; Dispositions</td>
<td>Pilot deployed 8/14/13</td>
<td>3 sites (Salem, Windham &amp; Pelham) in Prod. Titech 6.5 release is available but not tested. Keith reports that locals are anxious to move forward with the plain paper citations.</td>
<td>Orange</td>
<td>The Judicial Branch considers these projects “ON HOLD” due to the e-Court demand and priority. Recommend NHB and DOS jointly develop a rollout strategy for bringing local PDs into J-One.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>10</td>
<td>The Courts will receive electronic Must Appear citation from Local PD's (Titech; 75% Local PDs RMS vendor)</td>
<td>eCitations &amp; Dispositions</td>
<td>Unknown</td>
<td>New project: DOS vendor to develop e-Complaint application for SP (replacing Valor) and local PDs. Details TBD.</td>
<td>Orange</td>
<td>The Judicial Branch considers these projects “ON HOLD” due to the e-Court demand and priority. Recommend NHB and DOS jointly develop a rollout strategy for bringing local PDs into J-One.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>13</td>
<td>The Courts will exchange electronic &quot;indictment&quot; &amp; &quot;information&quot; data with Karpe (CMS vendor for all County Attorney's except Hillsborough)</td>
<td>Superior Court Electronic Indictments</td>
<td>Unknown</td>
<td>No vendor contract. Scope, etc. is unknown.</td>
<td>Orange</td>
<td>The Judicial Branch considers these projects “ON HOLD” due to the e-Court demand and priority.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>new</td>
<td>CHRI replacement project</td>
<td></td>
<td></td>
<td>AOC IT is providing Safety/ETS CAAFOD data from production in order to reduce user testing effort later when the system is ready for test.</td>
<td>Grey</td>
<td>AOC IT and DOS to determine both the priority and project activities for this project.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>