

SERVICE CATALOG



6/12/2014

COURTS TECHNOLOGY TEAM

Service Catalog for the Travis County Civil and Criminal Courts

Mark Erwin, Technology Manager

The Technology Team supports the Courts and broader justice system through
smart technology



Service Catalog

COURTS TECHNOLOGY TEAM

Introduction

The purpose of the Courts Technology Team Service Catalog is to formally define the range of services we currently provide. The Service Catalog is designed to provide our stakeholders and customers with a transparent and clear view of the services provided by the Courts Tech Team, including items such as the standard and optional services, service level goals, how to obtain support, and steps for requesting the service.

The Courts Tech Team primary customers consists of the Judges, courtroom staff, court reporters, administrative personnel, attorneys of all stripes, legal researchers, juries, litigants and the public at large. Additionally, the Tech Team has additional stakeholders that are interdepartmental or from outside Travis County. Examples of these separated organizations are the Office of Court Administration, the State of Texas, the Conference of Urban Counties and a multitude of additional organizations whose interest lies in the Justice System.

It is anticipated that this catalog will be in a continuous state of refinement. As such, not all the required services may yet be listed.

The Service Catalog defines the following for each service:

- “Benefits” - the benefits provided to the customer by the service
- ”Standard service includes” - the standard and optional features associated with the service
- “This service does not include” - features that are not supported in this service
- “Service provided to” - describes the target audience for the service
- “Service options” - a choice of how the service is delivered
- “Optional features” - may require additional approval or time to fulfill, while standard features are included with the base service
- “How to request this service” - describes the steps for users to take when requesting the service
- “Customer responsibilities” - users are requested to use the service desk when requesting support or other enquiries
- “Support commitments” - refers to the hours and method of support offered
- “Our commitment” - is measured by reliability, responsiveness and the resolution of issues associated with the service
- “Service Owner” - this section lists the point of contact responsible for the delivery and performance of the service.

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SERVICE DESK

The Courts Technology Service Desk is the single point of contact for customers requesting IT services, incident management, problem management and other support activities such as change management, release management and availability management. As the level one provider of Courts IT support, the Courts Technology Service Desk resolves or escalates requests to its support partners throughout the County. It also serves as the primary point of communication for the status of pending requests, service outages, and maintenance activities within the Courts IT environment.

Benefits

The Courts Technology Service Desk provides centralized Courts IT support and reusable IT support procedures. Central management of hardware, software and licenses provides for reduced cost via economies of scale. Courts staff are ensured that they will be informed of service affecting issues.

Standard service includes

- A single point of contact for all users of Courts IT services
- All telephone incidents, problems or requests
- All network incidents, problems or requests
- All videoconference support
- All audiovisual support
- Desktop/User support incidents, problems or requests
- Management / reporting of Service Desk performance metrics

Should the Service Desk be unable to resolve an issue directly they will refer the enquiry to an appropriate specialist.

The service does not include

The Service Desk is not able to assist with any services not detailed in this catalogue.

Changes to the business systems/applications within the services offered by the Courts Tech Team (e.g., IDA, CCO), are to be directed to the service desk who will record the request for action by the service owner (who is noted within each service).

Service provided to

The Service Desk is available to the following clients:

Primary Clients	Secondary Clients
<ul style="list-style-type: none">• Judges• Administrators• Staff	<ul style="list-style-type: none">• Attorneys

Support Prioritization

Given the large and increasing variety of electronic equipment that people own, it is necessary for the Tech Team to prioritize delivery of services to equipment that is standard and fits in with the strategic plan. The delivery of Services shall be triaged according to Urgency, Technology Class and Employee Type.

	Urgency	Technology Class	Employee Type
Highest	Emergency		
	ASAP		Judge
	Standard (5 minutes)	Work Standard	Public, Staff
	As Available (2 hours+)	Personal Standard Work Non-Standard	
Lowest	As Available and Planned (day or longer)	Personal Non-Standard	

NOTES:

- If there is free time available, the team will always strive to assist users with any technical questions or support. The policy of Triage is targeted towards those times when resources are constrained which is, unfortunately, most of the time.
- Please refer to Appendix B – Additional Service Desk Information, for definitions of Technology Class and Employee Type; a list of standard equipment and applications and other pertinent information.

How to request this service

Service times represent the hours for which the Service Desk is directly accessible by business users.

- Service or access hours for this service for customers are 7:30am – 5:30pm (CST & CDT)
- Monday to Friday (excluding Court Holidays)
- Access to this service is available via the following:
 - Phone (Internal): 4-TECH (8324)
 - Phone (External): 512-854-TECH (8324)
 - Email: Courts-Help@co.travis.tx.us

Incidents may be logged outside of the service times either online or by email for a response on the next business day.

Service during weekends or after-hours can be provided with at least 2 days' notice.

Customer responsibilities

- Please report any service request, interruption or problem
- Report outages as soon as possible. Only after reporting to the Service Desk can the resolution timing be guaranteed.
- Provide sufficient lead time; Only after placing a request with the Service Desk can the service request completion timing be guaranteed
- Provide the following information when contacting the Service Desk:
 - Customer/User name requiring assistance
 - Contact Details (Primary and Alternate/Preferred)
 - Location

- Urgency
- Date & Time failure/interruption occurred
- Service(s) Affected
- What is the incident, service request or change? What are the symptoms? What possible causes could there be?
- Asset ID(s) affected

Support commitments

Support hours	Mom – Fri, 7:30am – 5:30pm CST and CDT excluding prescribed court holidays
Support method	Contact Courts-Help or 512-854-TECH (8324)
After hours	Please provide at least 2 days' notice.
On Call support	Currently no provision for on-call support.

Our commitment

Reliability	Managed services to be available 99% of the time.
Responsiveness	The Service Desk aims to acknowledge receipt of a request within 20 minutes.
Resolution	<p>First contact resolutions are defined as incident tickets that were resolved by the service desk on the same day they were created.</p> <p>The Service Desk aims to resolve 40% of calls at first contact.</p> <p>The minimum service level is that 30% of calls will be resolved at first contact.</p>
Outage Notification	The Service Desk will notify users of scheduled service outages at least 24 hours in advance. We will notify users of emergency outages as soon as possible.

Service Owner

Kacy Hamilton, Technology Support Supervisor

DESKTOP/USER SUPPORT SERVICES

Technology Support Services provides support for desktop systems, printers, laptops, PDAs, IT infrastructure, and end-users. Support is comprised of assistance with the recommendation, purchase, installation, configuration, maintenance, trouble-shooting and disposal of desktop hardware and software components.

Benefits

Having desktop computer users working and productive by freeing Judges, Administrators and staff to concentrate on their jobs rather than worrying about computer problems. Also provides recommendation of hardware & software items. Components are PCs, laptops, peripherals, network components, operating systems and desktop software applications.

Standard Service Includes:

- Standard hardware from established supplier¹
- Standard mobile devices (including tablets)²
- Standard software package³
- Equipment rollout and deployment
- Standard video-conferencing equipment
- Printing configuration
- Equipment moves

This service does not include:

- Support for non-approved hardware and software
- Support for Court Reporter personal equipment

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Service Owner

Kacy Hamilton, Technology Support Supervisor

¹ Please reference Appendix B of this document

² Please reference Appendix B of this document

³ Please reference Appendix B of this document

COURTROOM AND AUDIO VIDEO SUPPORT

Courtroom and Audio Video (AV) Support provides the equipment and support allowing a courtroom to have a full complement of AV equipment either through the use of a mobile lectern or through a remodel of a courtroom. Equipment and support are also available to transform a room into a multimedia conference room for meeting with people in the room as well as remote attendees using video teleconferencing and web collaboration.

Standard Service Includes:

- Project Based
 - Analysis services to gather specifications and requirements for a courtroom remodel
 - Project management services for courtroom remodel
 - Recommendations on the most suitable tools
- Operational Support
 - Audio / Visual systems support, repair and maintenance
 - Placement and connection of two mobile lecterns
 - Video Conferencing Equipment (must be scheduled)
 - Interpreter equipment
 - Assisted listening
 - Microphones
 - Televisions, monitors
 - Courtroom lecterns
 - Attorney

This service does not include:

- Room maintenance (e.g., placing/pulling wires through walls)
- Facilities related issues (construction, etc)

Service provided to

- Judges and Courtroom Staff
- Appointed and private attorneys

Service is not provided to

- Other departmental users with their own IT Staff (e.g., County Attorney, District Attorney)

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Customer responsibilities

- Mobile lecterns should be ordered 24 hours in advance to guarantee availability (if both lecterns are in use, they will be provided on first come, first serve basis).

Service Owner

Kacy Hamilton, Technology Support Supervisor

LEVEL 1 SERVER SUPPORT

Level 1 Server Support provides the basic installation, maintenance, operation and safety of servers.

Benefits

Basic monitoring and maintenance of documented and reusable IT support procedures. Standardization of hardware, software and licenses for servers in specific areas.

Standard Service Includes:

- Installation
 - Standard server build out, and deployment according of known and documented server configurations
 - Includes implementation of backup and restore processes of file server
- Operational Support
 - Management of backup and restore processes (monitoring, auditing and troubleshooting)
 - User rights management and server access management
 - Initial troubleshooting of incidents with server availability
 - Implementation and monitoring of known maintenance plans (not including DB servers)
 - Basic resource management (drive space, alerting to excessive server resource utilization)
 - Standard Security certificate installation
 - Service account management
 - Managing the addition of drive space for production servers (ITS manages)
 - Addition of drive space for development servers (Courts Tech Team manages)

This service does not include:

- Physical server deployment which is handled in the data center by Travis County ITS
- Virtual machine movement between hosts
- In depth server troubleshooting
- Restore of Database, Application or Web Server

Service provided to

- Judges and Staff
- Travis County Courts Administrative Personnel
- Courts Technology Team

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Service Owner

Kacy Hamilton, Technology Support Supervisor

LEVEL 1 TECHNICAL SOFTWARE SUPPORT

Level 1 technical software support provides basic level of technical support for productivity and third party software.

Benefits

Travis County has entered into an agreement with Microsoft to provide productivity software, including server, development and others.

Standard Service Includes:

- Highlighted Operational Support
 - Microsoft Product Suite
 - Word
 - Excel
 - Outlook
 - Powerpoint
 - Visio
 - Mentis aiSmartBench
 - eDocket
 - Civil Courts Online
 - Attorney Management Portal
 - Indigent Defense Application
 - District Clerk DMS
- Please reference the [Appendix B – Standard List of Equipment and Applications](#) for complete list

This service does not include:

- Software not residing in the [Appendix B – Standard List of Equipment and Applications list](#)
- Level 2 Technical Software Support (reword this)

Service provided to

- Judges and Staff
- Travis County Courts Administrative Personnel

How to request this service

- Please refer to the Service Desk

Service Owner

Kacy Hamilton, Technology Support Supervisor

LEVEL 2 TECHNICAL SOFTWARE SUPPORT

Level 2 technical software support provides a higher level of technical support than is available via internal staff expertise. The support is provided via third party service providers that have been purchased and are focused on difficult to solve problems in specific technical areas.

Benefits

Travis County has entered into an agreement with Microsoft to provide productivity software, including server, development and others.

Standard Service Includes:

- Operational Support
 - Microsoft Product Suite
 - Word
 - Excel
 - SQL Server
 - Microsoft Software Development Network
 - Visual Studio
 - Online Expert Support through Experts-Exchange.com
 - Deeper troubleshooting and technical assistance
 - Implementation and monitoring of known maintenance plans

This service does not include:

- Support that is not defined in the Enterprise Services Agreement or Software Assurance
- Support that is not available via any of these options

Service provided to

- Courts Technology Team members

How to request this service

- Microsoft Developer Network
 - msdn.microsoft.com
 - Technology team members with an MSDN subscription
 - Mark Erwin
 - Chris Cooper
 - Haider Maklef
 - Luke Cooper
 - Linda Clark
 - Rick Booth
 - Access ID: 001746714
 - Contract: 001421934
 - Experts-Exchange.com
 - www.sswug.org
 - Mentis Technology Contact MentisServiceDesk at helpdesk@mentistechnology.com
 - BrianMurphy@mentistechnology.com

- ChipVerrill@mentistechnology.com
-
- Software Assurance

Service Owner

Mark Erwin, Technology Manager

COUNTY INFRASTRUCTURE SERVICES

County Infrastructure Services provides support for areas not controlled by the Courts Tech Team but for which we act as a liaison to Travis County ITS. This includes systems or applications such as email, Lync instant messaging, Wi-Fi and telecommunication equipment. The Courts Technology Team will typically only consist of initial troubleshooting (connection, etc). Any advanced trouble-shooting requires working with ITS.

Benefits

Having the Courts Tech Team involved with these types of issues frees Judges, Administrators and staff from worrying about which organization is to be contacted. The team can also provide assistance in their use.

Standard Service Includes:

- Initial trouble-shooting and creation of service request/incident ticket and follow-up communication with ITS for the following areas:
 - Outlook email service
 - Internet service/outages
 - Lync instant messaging
 - Server software patches
 - Virus and malware protection
 - Network service and connectivity
 - Wi-Fi access (Guest and Secured Internal)
 - Remote access
 - Virtual Private Network (VPN)
 - Desktop Direct
 - Virtual Desktop Infrastructure (VDI)

This service does not include:

- Support for non-approved infrastructure

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Service Owner

Kacy Hamilton, Technology Support Supervisor

APPLICATION DEVELOPMENT

Application Development is a service that provides custom software programming for the development of computer applications supporting the Courts and broader justice communities' mission. Our experienced team of information technology (IT) professionals collaborates with the user business community from product concept to product implementation to create IT solutions that effectively meet the administrative and research business needs of the Courts.

Benefits

Our team of IT project managers, business analysts, and technical experts know the Courts business and have experience with projects of different complexity and scope. We are committed to customer service and technical excellence.

Standard Service Includes:

- Business analysis services to gather specifications and requirements
- Project management services for new systems development
- Recommendations on the most suitable technical architecture
- Contemporary software development services (both internal and the management of any selected 3rd party)
- Formalized testing services to ensure the product delivers a robust and suitable solution
- Interfacing with other Courts systems
- System documentation.

This service does not include:

- Change / procedural management within the business unit
- Procedural documentation

Service provided to

- Judges
- Administrators
- Staff

How to request this service

Please refer to the Service Desk section of this document.

Customer responsibilities

- An approved business case and funding once an estimate has been provided by Courts-Tech
- Provide end-user acceptance testing for new releases of the software
- Identify a system owner in the business unit with responsibility for:
 - Communicating deployment and changes to the software to the business
 - Manage day-to-day operations of the software including data quality, user access and issues
 - Ensure roles and responsibilities are clearly defined, understood and adopted.

Service Owner

Mark Erwin, Technology Manager

BUSINESS INTELLIGENCE SERVICES

Business Intelligence (BI) Services enable business owners across the Courts to capitalize on the robust information sources available by providing a central repository for data from systems that manage Court operations. BI extracts information from multiple enterprise sources, standardizes or transforms the information, and stores or loads the information to a common, united format. This central, secure repository can be used by customers to extract and view information in a variety of formats such as standard reports, ad-hoc reports, dashboards with drill-down capabilities, scorecards and alerts to users. Data elements are collected and integrated through reporting tools to enable users to query, report, and analyze information to meet business needs.

Benefits

BI Services enable users to observe trends over time, to receive alerts, to identify risks and opportunities, and to receive financial reporting. BI Services also allow users to investigate processes and identify process improvements.

Standard Service Includes:

- Business analysis services to gather specifications and requirements
- Project management services for new development
- Recommendations on the most suitable reporting tools
- System documentation

This service does not include:

- Change / procedural management within the business unit

Service provided to

- Judges
- Administrators
- Staff

How to request this service

Please refer to the Service Desk section of this document.

Customer responsibilities

- Review reports and dashboards to determine which ones are applicable to meet reporting needs within the department.
- Provide end-user acceptance testing for new releases of reports and dashboards
- Identify a system owner in the business unit with responsibility for communicating deployment and changes to the software to the business
- Attend end-user training depending on department reporting requirements.

Service Owner

Mark Erwin, Technology Manager

BUSINESS PROCESS REDESIGN

This service analyzes and designs business workflows and processes within or across departmental groups.

Benefits

Help improve efficiency and effectiveness of a business process. Eliminate cumbersome and non-essential activities to improve organizational performance.

Standard Service Includes:

- Facilitate process redesign meetings to review and discover process requirements
- Ensure efficient processes are aligned with business requirements
- Recommendations for improvement
- Process documentation and development of SOP's
- Development of implementation plan

Service provided to

- Judges
- Administrators
- Staff

Customer responsibilities

- Identify a process "Champion" who is responsible for ensuring that all functions in the organization are following the process as designed.
- Identify a process "Owner" who is responsible for keeping the process up-to-date as changes occur during implementation.

How to request this service

Please refer to the Service Desk section of this document.

Service Owner

Mark Erwin, Technology Manager

IDA

The Courts Technology Team manages and maintains the Indigent Defense Application (IDA). This application unifies the processes supporting Attorney Appointment, Management and Fee Processing for the Travis County Criminal and Civil Courts.

Benefits

IDA provides a synergy in terms of standardization, ease of use, underlying technology, scalability and data quality for the following functional areas:

- Maintain information on all providers (attorneys and specialists) including assigned wheels
- Provides processes for appointing an attorney or specialist to a case through rules
- Allow attorneys to view their appointments and enter time-based activities in support of their requests for payment
- Manage invoices including correct allocation among causes and integration with SAP

Standard Service Includes:

- Access for staff and defense attorneys
- Administration of code/configuration data
- Administration of User Accounts and roles/responsibilities
- Application training
- Development of reports
- Change Control process
- Technical support

This service does not include:

- Procedural / workflow documentation
- Training documentation

Service provided to

- IDA Staff
- Approved defense attorneys and other service providers

Customer responsibilities

- Work with IDA Team to configure IDA foundation tables to meet requirements
- Work with IDA Team to review, and if necessary configure and test various rules to edit the data
- Attend required training to access the system and train your department users as needed
- Engage in module testing including integration and user acceptance testing
- Keep transactional information up-to-date and meet the processing deadlines
- Document business processes / standard operating procedures

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Service Owner

Mark Erwin, Technology Manager

AMP

The Courts Technology Team manages and maintains the Appointment Management Portal (AMP). This application replaces the Travis County Attorney Management System (TCAMS) allowing attorneys to management their appointments.

Benefits

AMP gives the attorney an easy to use interface providing the following features:

- Listing of all appointments with the ability to view only Open or Closed appointments
- View details about an appointment including information about the defendant and cause(s)
- Enter time-based activities in support of their requests for payment
- View the case file documents as stored in the District Clerk's document management system
- Maintain their contact information (email and phone)
- Temporarily inactive themselves (thus preventing them from receiving any new appointments).

Standard Service Includes:

- Access for attorneys who are approved to be on one of the Civil or Criminal attorney wheels
- Administration of code/configuration data
- Administration of User Accounts and roles/responsibilities
- Application training
- Development of reports
- Change Control process
- Technical support

This service does not include:

- Procedural / workflow documentation

Service provided to

- Approved defense attorneys

Customer responsibilities

- Attend required training to access the system
- Keep transactional information up-to-date and meet the processing deadlines

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Service Owner

Mark Erwin, Technology Manager

CCO

The Courts Technology Team manages and maintains the Civil Calendaring Online (CCO) application. This web-based application enables attorneys to submit setting and announcement information to the Court Administrator.

Benefits

- Allow attorneys to request a setting day and time (including the nature of the hearing) for a case; reset (reschedule) a case or indicate that a case has been resolved (i.e., setting is no longer required).
- Allow attorneys to announce the expected time needed to hear a case.
- Provides setting and announcement queues allowing Court Administration staff to process a request.
- Provides communication back to the attorney on the status of their request.
- Provides communication to all attorneys participating in a case whenever a case is set or reset.

Standard Service Includes:

- Access for staff and attorneys
- Administration of code/configuration data
- Administration of User Accounts and roles/responsibilities
- Application training
- Development of reports
- Change Control process
- Technical support

This service does not include:

- Procedural / workflow documentation

Service provided to

- CCO Staff
- Attorneys

Customer responsibilities

- Work with CCO Team to configure CCO foundation tables to meet requirements
- Attend required training to access the system and train your department users as needed
- Engage in module testing including integration and user acceptance testing
- Keep transactional information up-to-date and meet the processing deadlines
- Document business processes / standard operating procedures

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Service Owner

Mark Erwin, Technology Manager

DOCKET DISPLAYS

The Courts Technology Team manages and maintains the Docket Displays used in both the Civil and Criminal Courthouses. The displays provide the public with information to locate their case and the courtroom in which they are to appear.

Benefits

- Allow members of the public to locate their court case and which courtroom they are to appear, which reduces the amount of assistance required by Court staff.
- Civil docket displays integrate with the eDocket Scheduling application.

Standard Service Includes:

- Administration of code/configuration data
- Application training
- Change Control process
- Technical support

Service provided to

- Public
- Court Administration

Customer responsibilities

- Work with Courts Tech Team to configure Docket Display foundation tables to meet requirements
- Work with Courts Tech Team to review, and if necessary configure and test various rules to display the data
- Engage in module testing including integration and user acceptance testing

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Service Owner

Mark Erwin, Technology Manager

EDOCKET

The Courts Technology Team manages and maintains the eDocket application used by the Civil Courts. This application provides users with access to documents stored on the District Clerk's document Management System (DMS) and to manage Judges Notes for the cases contained on a given calendar docket.

Benefits

This application provides an interface to the daily calendar docket, allowing them to perform the following functions: view cases on the docket; view case summary information that is maintained in the County's Case Management System (FACTS); view case file documents from the District Clerk's DMS; and enter private Judge Notes concerning the case.

Standard Service Includes:

- Administration of code/configuration data
- Administration of User Accounts and roles/responsibilities
- Application training
- Change Control process

Service provided to

- Judges and Court Staff
- District Clerk
- Attorney General's office
- Court Administration

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Service Owner

Mark Erwin, Technology Manager

JUDGES WORKBENCH

The Judges Workbench is the Travis County internal name for the Mentis aiSmartBench software solution that provides Civil and Criminal Courts Judges an electronic interface into the Document Management System (DMS) and electronic case files from the District Clerk.

Benefits

This application provides an interface to a judge's daily calendar docket, allowing them to perform the following functions: view and sort cases on the docket; view case summary information that is maintained in the County's Case Management System (FACTS); search, view and annotate case file documents from the District Clerk's DMS; and enter private Judge Notes concerning the case.

This application is critical to provide an electronic access to case files which will be lost when the current eDocket application reaches a soon-to-be-expected end of life.

Standard Service Includes:

- Administration of code/configuration data
- Administration of User Accounts and roles/responsibilities
- Creation and modification of Glances (special views of data/links to websites)
- Creation and modification of Templates (forms) and template properties
- Application training
- Change Control process

This service does not include:

- Technical support (provided by Mentis Technologies)

Service provided to

- District Judges and Court Staff
- District Clerk
- Attorney General's office
- Court Administration
- Defense Attorneys

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Customer responsibilities

- Work with Courts Tech Team to configure foundation tables to meet requirements
- Work with Courts Tech Team to review, and if necessary configure and test various rules to display the data
- Engage in testing including integration and user acceptance testing

Service Owner

Mark Erwin, Technology Manager

SHAREPOINT

SharePoint is a web-based collaboration platform from Microsoft that incorporates document management, sharing, editing and workflow, as well as functions for wikis, blogs, personalization and more. A SharePoint site collection is accessed like a website with a URL, but its administrators and users build content via SharePoint's intuitive interface - creating any group or project sub-sites as necessary. SharePoint can also generate email-based alerts, host departmental wikis and integrate with programs in Microsoft Office.

Benefits

Both the Civil and Criminal Courts have a SharePoint site which they can use to maintain office calendars, procedural training guides, etc., providing them with a single repository for organizing departmental data.

Standard Service Includes:

- Analysis services to gather specifications and requirements to setup a sub-site, master pages, calendars and other content folders
- Recommendations for the look-and-feel of the site
- Granting access permissions

This service does not include:

- Creation or editing of content to be placed in the SharePoint site
- SharePoint server maintenance, patching, backup and recovery; monitoring for functionality and performance; antivirus protection; and SharePoint content backup (this is provided by ITS).

Service provided to

- Judges
- Administrators
- Staff

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Customer responsibilities

- Name a primary point of contact that will manage SharePoint content and define access privileges.

Service Owner

Mark Erwin, Technology Manager

WEBSITE DEVELOPMENT

The Courts Technology Team can assist the Courts with website development by acting as a liaison with the County's Web Development Team who will review our requirements and offer design layout recommendations and implement the requirements.

Benefits

Work with a group who can offer advice and suggestions based on our knowledge of Court processes.

Standard Service Includes:

- Facilitate meetings to gather requirements and organize content
- Ensure website design is aligned with business requirements
- Recommendations for improvement
- Liaise with the County Web Development Team in the design, testing and implementation of the website

This service does not include:

- Content development and management
- Editing and proofreading of user-provided content
- Ongoing website maintenance (provided by ITS)

Service provided to

- Judges
- Administrators
- Staff

How to request this service

Please refer to the Service Desk section of this document.

Support commitments

Please refer to the Service Desk section of this document.

Service Owner

Mark Erwin, Technology Manager

APPENDIX A – GLOSSARY OF TERMS

AV	Audio/Visual	Equipment that delivers services to seeing or hearing of digital media such as evidence presentation or microphone and speaker systems
IAAS	Infrastructure As A Service	A service delivery paradigm by which computing assets or computing support infrastructure is rented from a service provider rather than purchased. Often used in tandem with the term “Cloud Computing”.
Tier 3+	Tier 3 Data Center	A rented solution provider such as Cyrus One that hosts large scale facility services for data center assets. These facilities utilize multiple redundant systems to effect high availability of computing resources.
DR	Disaster Recovery	Planning, implementation and auditing for unforeseen and emergency situations that threaten availability of computing resources.
AD	Active Directory	Microsoft’s organizational network management platform for login, user management, roles and policy management
SCCM	System Center Configuration Manager	Microsoft’s software management and deployment architecture. Utilized to manage desktop software configuration from a single point of control.
ESA	Enterprise Services Agreement	A contract with a software producer such as Microsoft by which prices for software and software upgrades are negotiated for a (typically) multi year period to for budget management and synergy of scale.
VMWare	VMWare	Brand name for the manufacturer of a type of operating environment known as Virtual Computing.
Virtual Computing / Virtual Machine	Virtual Computing	<p>A virtual machine (VM) is a software implementation of a machine (i.e. a computer) that executes programs like a physical machine.</p> <p>A virtual machine was originally defined by Popek and Goldberg as "an efficient, isolated duplicate of a real machine". Current use includes virtual machines which have no direct correspondence to any real hardware.^[2]</p> <p>Provides significant benefit to deployment, management and configuration in many situations because it is easy to replicate, scale and reconfigure.</p>
SQL Server Enterprise 2008R2	SQL Server Enterprise 2008R2	Latest release of a Microsoft’s database management system
ROI	Return on Investment	Typical term used to define positive cash flow a specified period

		of time after an investment of resources
SOA	Service Oriented Architecture	A software development paradigm by which software functionality is delivered via services that are unassociated, <u>loosely coupled</u> units of functionality that have no <u>calls</u> to each other embedded in them. Each service implements one action, such as filling out an online application for an account, or viewing an online bank statement, or placing an online booking or airline ticket order
WCF	Windows Communications Foundation	Microsoft's implementation of Service Oriented Architecture
Telerik	Telerik	A software tools manufacturer that is located in Austin, TX. Provides appealing web components such as grid controls, buttons, etc. Widely considered one of the best tools providers in the world.
MVC	Model View Controller	A type of design pattern by which software layers are loosely coupled and therefore more readily able to scale and withstand changes to underlying computing architecture.
Secure Token Service	Secure Token Service	Secure communications protocol for delivering information
ORM	Object Relational Mapper	A software tool that maps disparate physical database objects to software business objects. A type of "glue" that holds together data properties to software code.
WIX	Windows Installer XML Toolset	Software deployment methodology from Microsoft
SAML	Security Assertion Markup Language	Standard communication mechanism for exchanging authentication and authorization data between identity providers. A product of the national OASIS Security Services Technical Committee (accredited organization). Recognized, secure standard for communicating that a person is who they say they are between different organizations.
AGILE	Agile Software Development Lifecycle	Paradigm for creating software that utilizes an iterative approach to software development. Implements continuous training and software upgrades for adaptation and business process improvement.
JAD	Joint Application Development	A type of meeting in which various application solution stakeholders get together to discuss requirements, business process and business process improvement.
CCO	Civil Courts Online	Application developed by the Civil Courts to manage the process of setting calendar entries for court cases
SLA	Service Level Agreement	A type of agreement (often contractualized) in which service providers agree to specified terms such as 99.99% of computing uptime or problem resolution within a certain number of minutes or hours.
IDB	Integrated Database	Travis County's method to provide a "single store" of integrated information between multiple departmental data systems. Control

		of the IDB resides with ITS and is fed via a series of database triggers and batch processing jobs.
API	Application Programming Interface	Interface to a software application or platform so that external or tertiary programs or applications can execute functionality without going through the standard user interface.
ACMS	Adult Case Management System	Conference of Urban Counties project to replace the case management system for participating counties. In 2012, this project is focusing on the Criminal Courts case management.
OCA	Office of Court Administration	A department under the Supreme Court of Texas that assists in developing policy and procedure for all Courts in the state. Sets certain legal reporting requirements for individual counties.
OCA Report	Office of Court Administration Report	Typically refers to a report of Court activity for a monthly period. Examples of a reportable metric are “cases filed” and “cases disposed”. In Travis County, the Courts Tech Team developed the reporting program for Travis County District Courts. ITS developed the current County Courts reporting program prior to 2012. In 2012, the County Clerk requested that the Courts Tech Team develop a new version of the application for them. Expected delivery in August, 2012.
BI	Business Intelligence	A general term that ultimately refers to the industry of sophisticated reporting methodology that produces decision support for stakeholders, usually decision makers. Often delivers high level views (charts, graphs, trendlines) that are designed together into a “dashboard”. Dashboards can measure operational or benchmarked views into process performance and ultimately give managers a way to improve productivity or insight into issues as they arise.
BA	Business Analyst	Individual that translates business requirements into technical specifications. In Travis County, the Business Analyst role is used for a variety of roles outside the what is considered typical for a Business Analyst
KPI	Key Performance Indicator	Specific metric of organizational activity. For the Courts, an example of a KPI might be “Cases disposed by court by month” or “Clearance Rate” (cases disposed divided by cases incoming). KPI’s are often benchmarked (compared) to a recognized standard performance metrics or another organization (or County). KPIs are usually a part of a Business Intelligence strategy or initiative.
NAM	Novell Access Manager	An Identity Management provider for access management. How organizations recognize and manger user access and user login. NAM is being rebranded as NetIQ after acquisition of Novell by Attachmate Corporation.
DMS	Document Management System	Electronic repository for electronic files. Computer application that manages scanning, storage, management and retrieval of electronic documents. Documents can be either be purely scanned images, scanned with converted text or tagged with keywords for indexing and retrieval. Travis County has no less than four

		different DMS systems. The Courts primarily use Visiflow which is a product of Vista corporation which itself is a rebranded solution from Dexik (DexFlow). The Auditor currently uses LaserFiche and is migrating to OpenText. The County Clerk is utilizing Onbase. All of these solutions are very expensive systems to purchase and maintain.
OPS	Operations	Refers to operating procedures
P&P	Policy and Procedure	Refers to promulgated policies and associated procedure.
Sharepoint	Microsoft Sharepoint	Microsoft’s solution to content management systems (CMS, not to be confused with Case Management System, also CMS). Content management refers to a product class that gives users a higher level interface to developing organizational portals into specific areas. For instance, the Tech Team has a Sharepoint portal that contains our team calendar, shared documents, policies/procedures, contact information, pictures and team bios. These can be very extensive.
ITIL	Information Technology Infrastructure Library	The most widely accepted approach to service management in the world. Provides a set of better practices (ITIL deliberately does not define “best practice” as it recognizes the constant evolution of doing things better over time). Supported by comprehensive scheme, accredited training organizations, and implementation and assessment tools. Originated in Great Britain.

APPENDIX B – ADDITIONAL SERVICE DESK INFORMATION

Technology Class

- Standard** A list of equipment and applications that are **In Use for a Defined Business Purpose**. An example of this would be a Dell Optiplex 780 office computer that sits on many individual's desks.
- Non-Standard** A list of equipment and applications that are not contained in the Standard List of Equipment and Application below.
- Work** Equipment or application that was purchased by Travis County. An example of this would be a county purchased Blackberry or iPhone.
- Personal** Equipment or applications that are purchased by individuals with personal funds. Examples of this type of equipment are personal cell phones paid for privately or Courtroom Reporter computers.

Employee Type

- Elected Officials** Individuals who are elected by the voters of Travis County.
- Public (e.g., Attorneys, pro se litigants)** Individuals who consume services from the Court and are not employees.
- Staff** Individuals who are employed by Travis County but are not elected.

Standard List of Equipment and Applications

Phones	Tablet	Tablet Applications
iPhone	iPad	Outlook
Android	MS Surface	Civil eDocketScheduler
Windows Phone		
Computers	Laptops	Standard Staff Equipment
Dell Optiplex	Dell Inspiron	County Printers
Lenovo AIO	Dell Latitudes	County Fax Machines
ASUS AIO	Dell Precisions	County Scanners
	Dell XPS	County Monitors
	Panasonic Toughbooks	County AV
		County Video Conferencing

Software	Software	Software
County MS Office Suite	Outlook	MS Windows 7 and 8
Realtime	Sanctions	VLC
Internet Explorer	Visio	DMS
eDocket	Inmate to Court	FACTS
Tiburon	Docket Displays	IDA
Civil Court Online	RACMS	Zone4
Media Player	RealPlayer	Adobe
Audacity	Desktop Direct	Caseview
Caseworker	Child Support Calculator	Printkey
Hypersnap	iTunes	Hauppauge
Insight	Intellisync	Groupwise
JDL Interface	KioWareLight	LanGuard
Lifesize VideoConferecing	Autohotkey	Daemon Tools
LabelWriter	VDI	Clickview
Killbox	Redgate	Mixer Software
aiSmartbench	SQL Server	Rosetta Stone
Roxio	VMWare	Tivoli
McAfee	PTS	The Record Player
VNC	Judges Notes	VPN
Visionary		Judges Remarks

Performing Diagnostics

When the Technology Team performs diagnostics on Standard Work Equipment, it follows Standard Operating Procedures that protect against data loss in case of equipment failure. For example, before performing risky procedures, Support Technicians back up the data on a system. These safety measures are defined for Standard Work Equipment. They are not defined for anything else. Therefore, if the technicians performs diagnostics or provides service on something other than Standard Work Equipment, permanent data loss or equipment failure is possible. The Tech Team highly encourages users to perform back up of Personal Equipment data before service is requested.

Roles and Responsibilities

The Tech Team has a simple organizational structure. Requests are normally taken care of by end user support technicians. The Technicians are managed by a supervisor who in turn is managed by the Technology Manager, Courts Director and ultimately, the Judges. In any case where a user feels that a specific issue needs to be escalated beyond the normal process, they should take his/her request to the management team.

APPENDIX C – STAKEHOLDER GROUPS

Application Stakeholder Matrix

Application or Major Function	Stakeholder Groups	Participants
Attorney Management Portal (AMP)	CTS-AMPINT	Mark Erwin Tonya Watson Anita Ochoa Chris Cooper Rick Booth Bradley Hargis Kasey Hoke
	CTS-AMPEXT	List of participating appointment attorneys Criminal List of participating appointment attorneys Civil
Indigent Defense Application (IDA)	CTS-IDACIV	Peg Liedtke Lorraine Elzia Amanda Michael April Knapek Nadia Martinez
	CTS-IDACRIM	Tonya Watson Anita Ochoa Yolanda Godfrey Joseph Kertz Norma Anderson Ashley Caldwell Carol Nance Eduardo Duarte Cecilia Lopez Jeanette Deleon Jerry Moctezuma Oscar Gonzalez Rosie Monje Vicki Padilla
Civil Courts Online (CCO)	CTS-CCOINT	Warren Vavra Lauri Roberts Annie Aaron

		Abdy Ramirez Ron Wall Nancy Townley
	CTS-CCOEXT	List of participating CCO attorneys Civil
QlikView	Email List/AD Group: CTS-QlikView	Peg Liedtke Debra Hale Roger Jefferies Mitchell Goertz Victoria Ramirez Linda Clark Meg Ledyard Mark Erwin Amanda Michael Tonya Watson Rhett Perry Matthew Wheatley Margaret Terronez Joe Kertz Efrain Davila Carsten Andresen
aiSmartBench	CTS-SBCiv	All users of SB in Civ
	CTS-SBCrim	All users of SB in Crim