

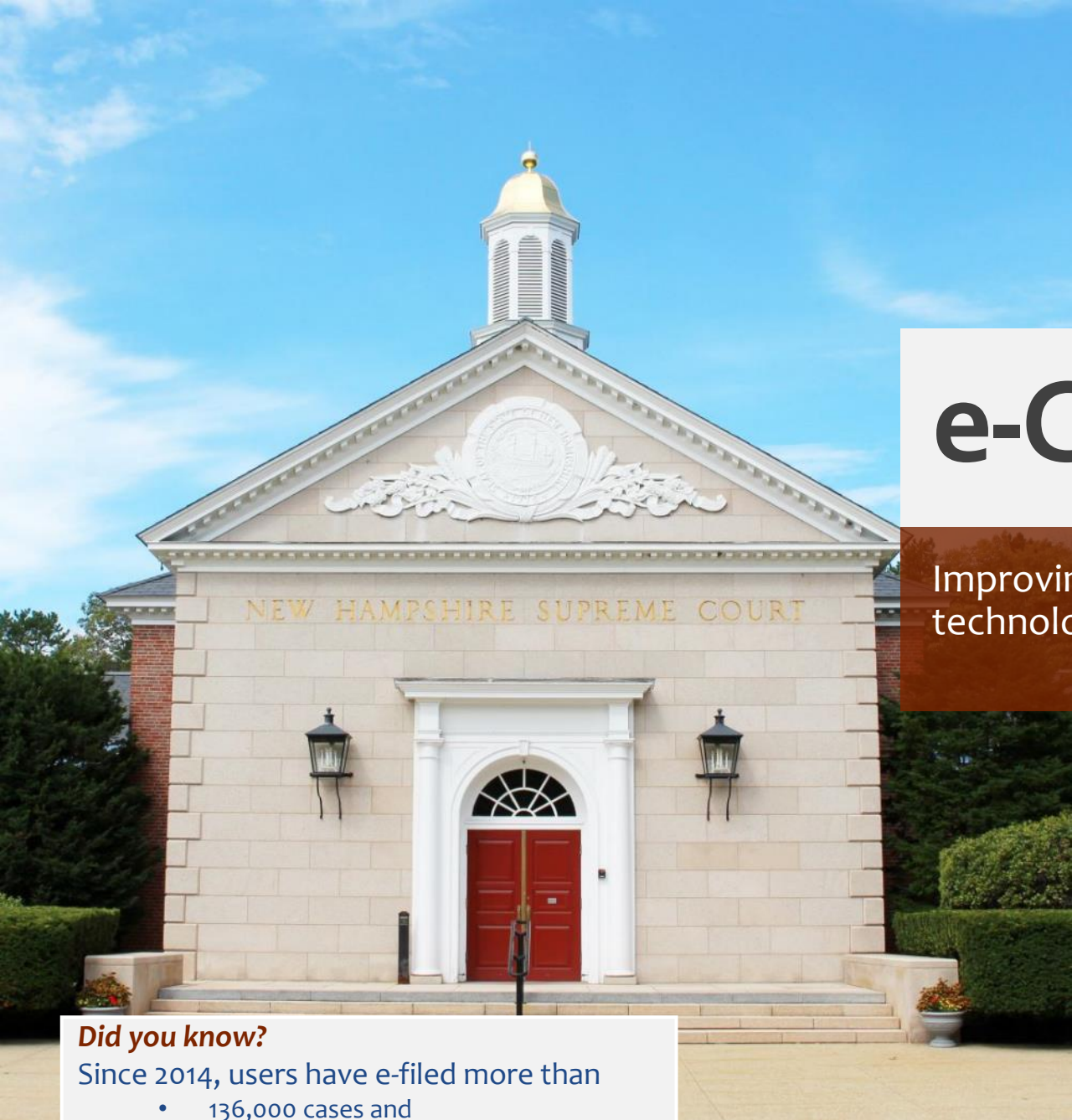


# NH e-Court Capital Budget

FY 22/23 Biennial  
Appropriation Request  
Senate Capital Budget

May 7, 2021





# e-Court's Mission

Improving access to justice through the effective use of modern technology and innovation.

E-court supports the mission of the Judicial Branch by investing in projects that ease access to court resources, ensure NH citizens' data remains secure, and continue the modernization of critical enterprise systems.

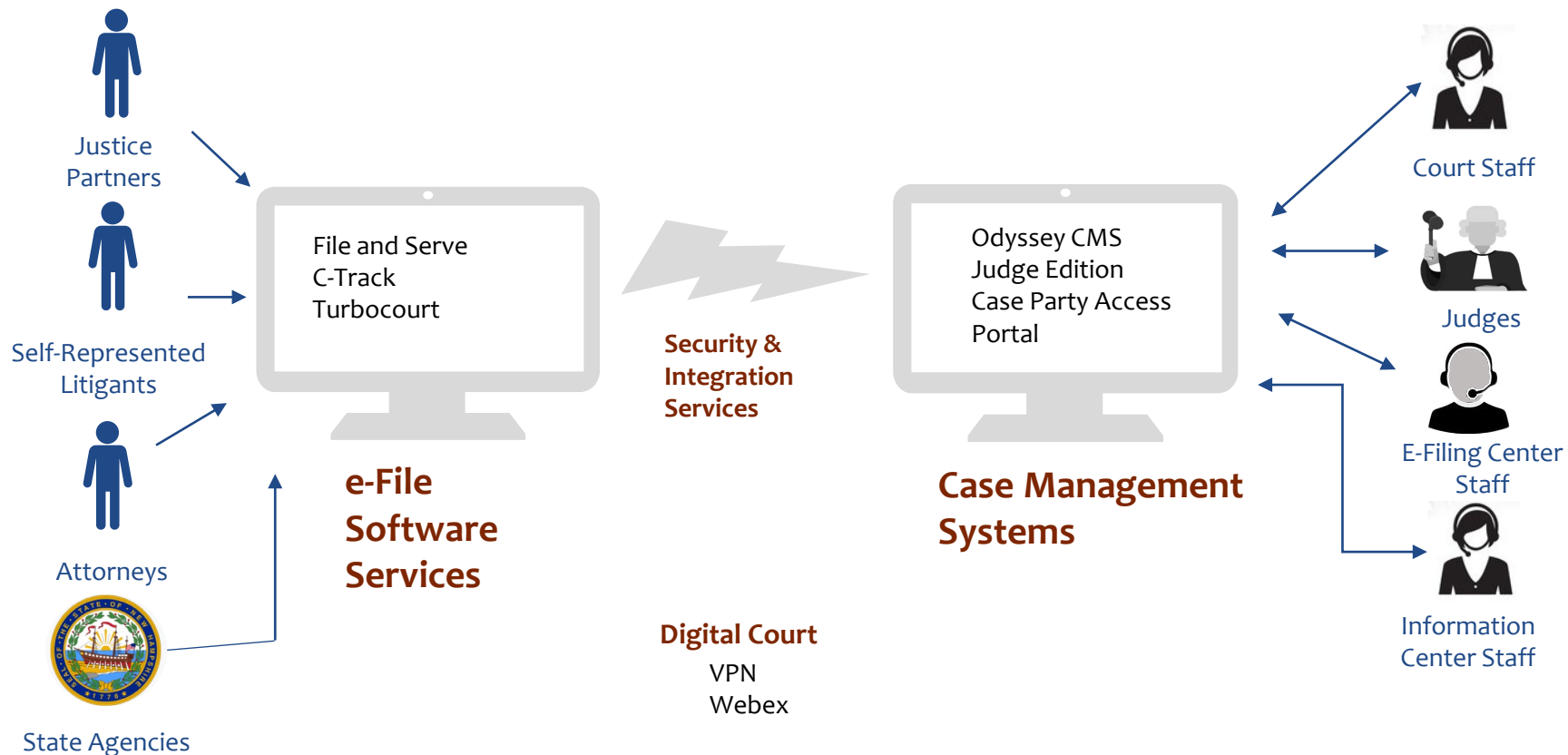
## ***Did you know?***

Since 2014, users have e-filed more than

- 136,000 cases and
- 1.8 MM documents

# What is NH e-Court?

- A **comprehensive technology platform** that automates adjudication processes to ensure full access to the courts
- A set of **software-based services** that NH citizens expect from modern government
- A **strategic management approach** that plans and organizes technology initiatives to improve the public's interaction with the court system



A photograph showing a man in a blue and white plaid shirt on the left, interacting with a court clerk on the right. The clerk is wearing a dark suit, a light blue surgical mask, and purple nitrile gloves. They are standing behind a grey counter. The clerk is handing a white object, possibly a mask or a small box, to the man. In the background, there are computer monitors, a bulletin board with papers, and a window. The scene is set in what appears to be a court office.

# e-Court's value during COVID-19

The flexibility provided by e-Court allowed our courts to remain open during the pandemic.

# With e-Court, filings continued electronically and cases moved forward

When access to facilities was restricted, e-filing allowed case filings and court operations to continue and for judges, staff, and attorneys to work remotely on electronic cases. When quarantine and illness impacted staffing levels, work was more easily reallocated among staff and judges.

## Superior Court

10,730

- New cases e-filed (civil and criminal)

The “Pandemic Pivot” also allowed e-Court to provide vital services to the courts by:

- Creating a Mobile Workforce
- Launching the Digital Court
- Resulting in some FY20/21 projects being postponed

## Circuit Court

23,800

- New civil cases e-filed (includes Small Claims, Guardianships, Estates)

### *Did you know?*

Since March 2020, court staff, judges and litigants:

- Spent 12,000+ hours on video conferences and proceedings
- Had 77,000+ participants as of May 1, 2021

# e-Court's Capital Budget Request FY22/23

Ensuring the future of e-Court by meeting the needs of today.





# The future of e-Court

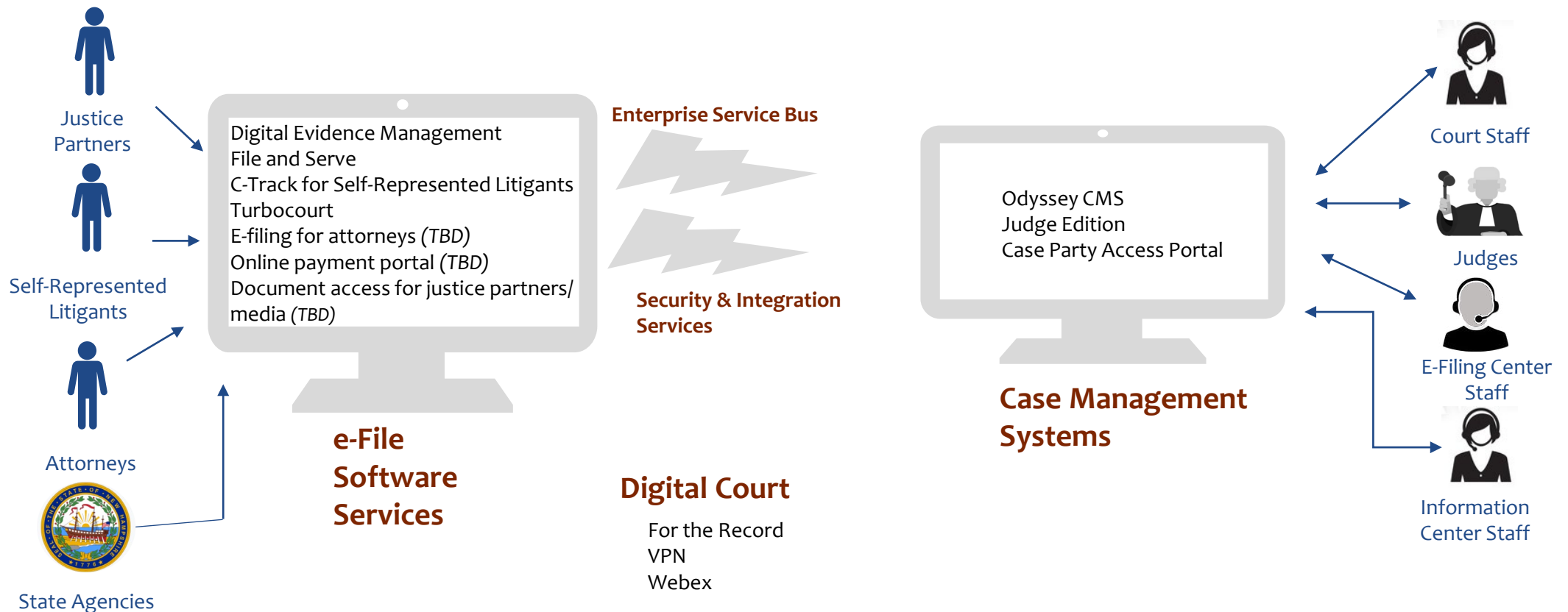
The multiyear, three-point plan is aimed at reducing the access to justice gap. Through e-Court, the Judicial Branch will:

- **Build new software solutions to help NH citizens better resolve their legal issues**
- **Plan and prepare to procure a modern, more flexible case management system**
- **Ensure current technology investments remain up to date and supported**

# The view ahead for e-Court

## Coming in FY22/23

- The Digital Evidence Management will streamline and modernize how we submit, store, and share evidence in criminal cases.
- For The Record (FTR) upgrades will replace a seriously obsolete court recording system and ensure this technology works into the future.
- The improved Enterprise Service Bus will transform and improve workflow.







# Additional Requests

After the initial presentation to House Public Works and Highways, adjustments have been made to the request.

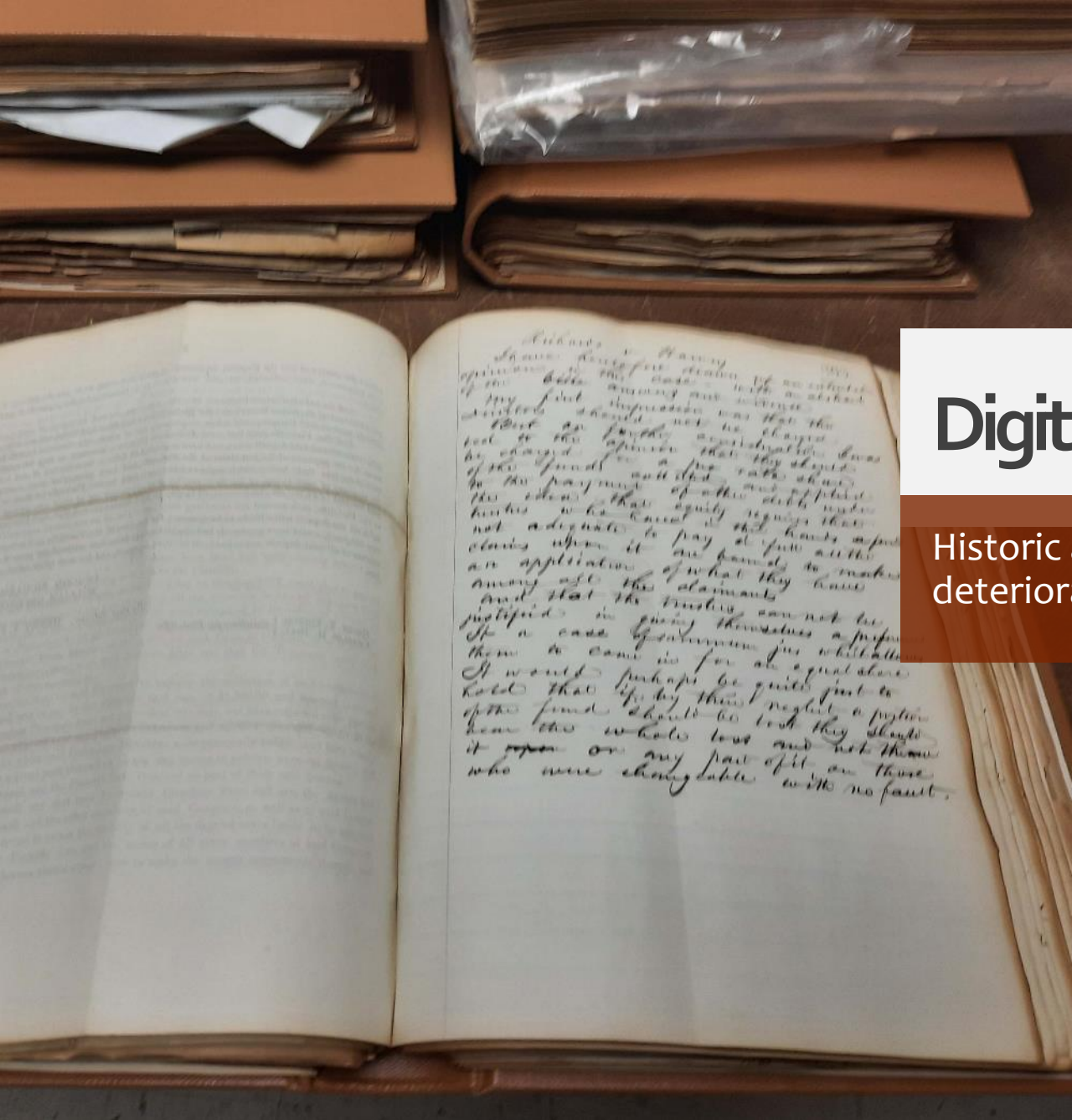


# Budget Summary

The chart below summarizes for FY22/23 our expected capital expenses, the budget request, the allocation approved by the House, and the revised budget request. Note that it includes:

- A reduced request from FY20/21
- An overall reduction from the House Public Works and Highways-approved request from February 2021

Biennium	Projected Capital Expenses	Capital Budget Requested	House Approved	Adj Capital Budget Request	Change from House Approved
FY 20/21	\$ 1,900,000	\$ 1,900,000	\$ 1,710,000	n/a	n/a
FY 22/23	\$ 2,191,925	\$ 1,400,000	\$ 1,400,000	\$ 1,150,000	\$ (250,000)



# Digitization of Historic Court Records

Historic and important documents are at risk of serious deterioration unless the courts act soon.

Currently located in the Supreme Court basement, but seriously at risk, is a collection of 633 volumes of handwritten and printed documents dating back to 1849.

**Requested capital funds: \$50,000.**

- \$50,000 startup funds requested in capital funds towards a \$2MM total project budget.
- Additional funding may be available from federal stimulus or infrastructure funds.



# Support for Rochester Renovations

NHJB strongly supports this Department of Administrative Services project if funding is available.

Rochester Courthouse is NHJB's highest priority court construction project.

- The old post office is not configured well for a courthouse—its entry is not ADA compliant—functions are forced to be split between two buildings 8 miles apart, causing confusion for the public and missed hearings.
- Rochester District and Family Divisions require 16 staff; there is only room for 10 staff in current Rochester courthouse.

**Estimated engineering & architecture costs: \$1,161,000**

- The FY22/23 request is sufficient to get project started—no capital funds requested by NHJB.
- Estimated construction costs are \$12 MM.

# Revised Appropriation Request for e-Court FY22/23

Fiscal Year	Project Name	Estimated Budget
FY21	Enterprise Service Bus	\$11,303
	Phase 2 – WebEx Mobile Units	\$210,000
	Digital Evidence Management – Pilot	\$85,275
FY22	e-Court Training	\$19,400
	TurboCourt Enhancements	\$42,000
	Digital Evidence Management – Year 1	\$157,350
	Enterprise Service Bus (ESB)	\$32,550
	Online Payment Portal	\$52,500
	Digital Court Recording and Transcript Cloud Services (Phase 1)*	\$900,000
	Proposed Orders e-Filing for Trial Courts*	\$148,260
	Document Portal*	\$264,863
FY23	e-Court Training	\$21,600
	Enterprise Service Bus (ESB)	\$32,550
	Digital Evidence Management – Year 2	\$174,792
	NH Circuit Court e-Filing Expansion	(\$300,000)
	NH e-Court 2.0 – Enterprise Review Queue – Phase 1	\$190,260
	J-One Modernization	\$78,750
	Odyssey CMS Procurement	\$26,250
	Digitization of Historic Court Records Start Up Project	\$50,000
FY22/23	Total Project Budget	\$2,191,925
	Remaining Appropriation Balance [as of 4/30/21]	\$1,181,570
	FY21 Budget (for remaining projects)	\$306,578
	FY21 Paid and Encumbered [for remaining FY21 projects]	\$92,017
	Ending Balance FY21	\$967,009
FY22/23	Revised Appropriation Request	\$1,150,000
	Estimated Available Bal - FY22/23	\$2,117,009
	FY22 Project Budget	\$1,616,923
	FY22 Encumbered	\$131,100
FY22	Ending Balance FY22	\$631,186
	FY23 Project Expense	\$574,202
	FY23 Encumbered	\$174,792
FY23	Ending Balance FY 23	\$231,776

## NH Circuit Court e-Filing Expansion Postponed for FY22/23

Circuit Court does not have the resources to commit to expanding e-filing case types in the upcoming biennium.

Fiscal Year	Project Name	Budget Impact
FY23	NH Circuit Court e-Filing Expansion Postponed	(\$300,000)

\*These projects are implemented for both the Superior and Circuit Court.



# Appendices

Accomplishments

Case Counts

Time to Disposition

NH e-Court 2.0 Summary

Budget Allocation per Biennium

Cumulative Budget versus Spend



# What has NH e-Court Accomplished?

Added Value Every Year Since 2012

Project	Completion Date
Transcripts available online	March 2012
Trial court Info Center opens	June 2012
Jury Management System(JMS) launched	August 2013
Small Claims e-Filing begins	July 2014
Guardianship e-Filing begins	June 2015
M/V Case Data Exchange expanded	August 2015

Project	Completion Date
Estates e-Filing begins	May 2017
Case Party Access Portal launched	December 2017
Supreme Court e-Filing begins	August 2018
Superior Court Civil e-Filing begins	September 2018
Superior Court Criminal e-Filing begins	September 2019
Circuit Civil/Name Change e-Filing begins	February 2020
Branch-wide upgrade: All PCs and laptops	January 2021

# NH e-Court Case Counts

## Total Cases e-Filed from Launch Date thru 11/2020

Court	Case Type	Launch Date	Total – Nov. 2020
Circuit	Small Claims	July 2014	77,364
Circuit	Guardianship	June 2015	11,925
Circuit	Estates	May 2017	22,590
Supreme	Appellate	August 2018	1,526
Superior	Civil	September 2018	11,458
Superior	Criminal	September 2019	9,708
Circuit	Civil/Name Change	February 2020	2,191
		Total	136,762

### **Did you know?**

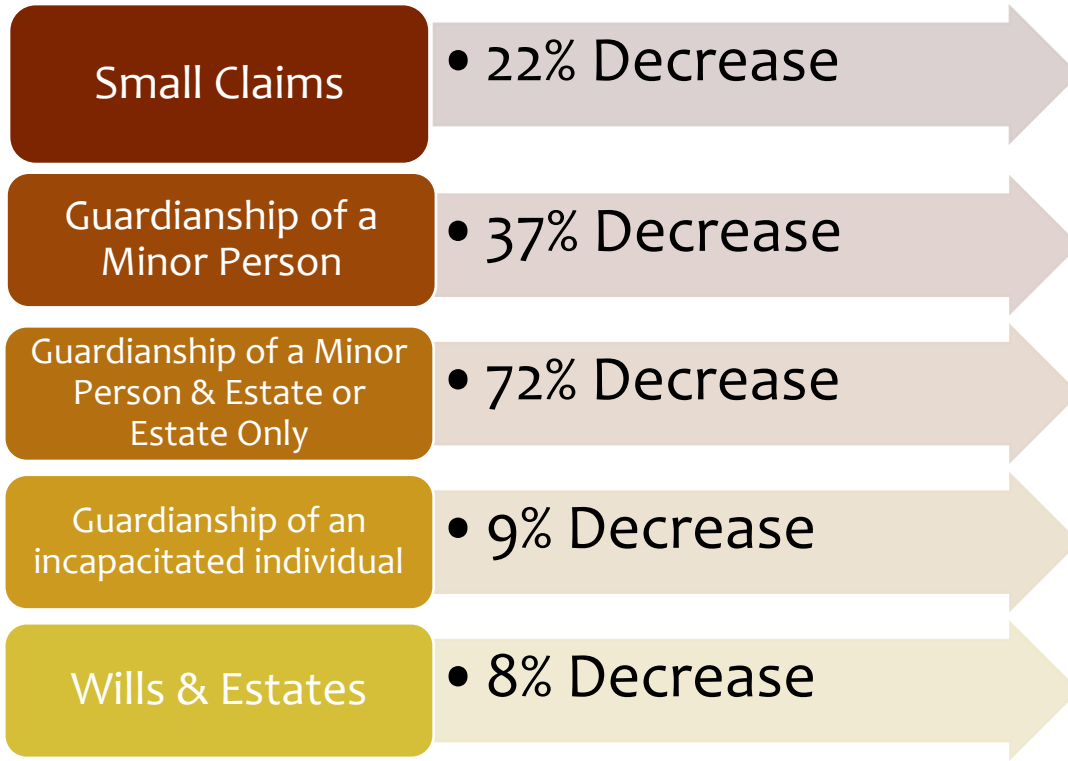
Since inception, NH e-Court has handled *nearly 1.8 million electronic documents*. This means millions of sheets of paper have not been purchased, printed, mailed, filed, stored, archived, and sent to landfills.



# Reduced Time to Disposition

NH e-Court **has transformed centuries-old paper-based processes** into streamlined, automated electronic work and data flows, resulting in:

## Reductions in Time to Disposition\*



\*Statistics reflect pre-pandemic activity.

# NH e-Court 2.0

## Focus Area #1: Build New Technology Solutions

Project Examples	Description
<b>Digital Evidence Management</b>	Cloud-hosted, Software As A Service (SAAS) solution that enables case parties to share digital evidence in an organized and secure manner. This functionality is especially important during remote hearings and other court proceedings.
<b>WebEx Mobile Units</b>	Purpose-built hardware devices that enable every NH courtroom to run “virtually.”
<b>Online Payment Portal</b>	3 <sup>rd</sup> party service that provides litigants with flexible payment options.
<b>Expanding the Digital Courtroom</b>	Migrate old courtroom recording and transcripts technology to cloud-based services.
<b>Proposed Orders</b>	Proposed orders are fundamental to many case types. NH e-Court systems are not designed for their unique requirements. Creating an electronic proposed order solution will enable additional case types that rely heavily on this pleading type to proceed.
<b>Online document sharing for NHJB justice partners and the media</b>	Replacement and expansion of the current Odyssey Portal to include secure document sharing for police and the media.
<b>"Self-service" Case Summaries Using Odyssey Portal</b>	Expand Portal for general public access to Case Summaries (relieves the Information Center from fulfilling these requests).

# NH e-Court 2.0

## Focus Area #2: Prepare for the Future Now

The primary NH e-Court system is Odyssey, the statewide case management system (CMS)

- Odyssey is approaching **twenty years old** and is built on an outdated architecture and we **must** prepare for its replacement.
- The **negative impacts** of an outdated CMS are:
  - Expensive to maintain; limited functionality compared to modern systems
  - Not extensible or flexible; new features and functionality take more time and cost more money than necessary
  - NHJB is limited to only what the CMS vendor can provide
    - These solutions often do not meet NHJB needs

# NH e-Court 2.0

## Focus Area #3: Maintain Current Systems

**This component of the NH e-Court 2.0 strategy is not funded with capital money**

- It is included in the Strategic Plan to **ensure other NHJB resources** are allocated to necessary maintenance projects
- Routine software maintenance schedules ensure systems **remain on current release versions** for cybersecurity management and to qualify for ongoing vendor support

# e-Court Budget Allocation Per Biennium – FY12-19

Program Phases	Cumulative Expense – Actual
<b>7/1/2011 – 6/30/2013 (FY12-13)</b>	
<ul style="list-style-type: none"> <li>✓ Enterprise Architecture</li> <li>✓ Infrastructure</li> <li>✓ Management Consulting</li> </ul>	\$ 729,347
<b>7/1/2013 – 6/30/2015 (FY14-15)</b>	
<ul style="list-style-type: none"> <li>✓ Small Claims e-filing</li> <li>✓ Guardianship e-filing</li> </ul>	\$ 2,880,527
<b>7/1/2015 – 6/30/2017 (FY16-17)</b>	
<ul style="list-style-type: none"> <li>✓ Estates e-filing</li> <li>✓ Case Party Access Portal</li> <li>✓ Supreme Court Attorney e-filing and Public Access</li> </ul>	\$ 4,145,388
<b>7/1/2017 – 6/30/2019 (FY18-19)</b>	
<ul style="list-style-type: none"> <li>✓ Supreme Court Attorney e-filing and Public Access</li> <li>✓ Superior Court Judge’s electronic case management for e-filed cases</li> <li>✓ Superior Court Civil e-filing</li> <li>✓ TurboCourt Enhancements for self-represented litigants</li> <li>✓ Circuit Court Other Civil e-filing</li> <li>✓ Superior Court Criminal e-filing</li> <li>✓ Supreme Court Self-represented Litigant e-filing</li> <li>✓ Circuit Court Judge’s electronic case management for e-filed cases</li> <li>✓ Circuit Court e-Court Enabled Courtrooms</li> <li>✓ TurboCourt Enhancements for self-represented litigants</li> <li>➤ Odyssey Case Management System Upgrade</li> </ul>	\$6,662,459

- ✓ Completed
- In progress

# e-Court Budget Allocation Per Biennium – FY20/23

Program Phases	Cumulative Expense – Actual/Planned
<b>7/1/2019 – 6/30/2021 (FY20-21)</b>	
<ul style="list-style-type: none"> <li>➤ Odyssey Case Management System Upgrade</li> <li>➤ NH e-Court 2.0 Enterprise Architecture Improvements</li> <li>➤ Digital Evidence Management System</li> <li>➤ WebEx Mobile Units</li> </ul>	\$7,960,662 <sup>1</sup> /\$8,175,223
<b>7/1/2021 – 6/30/2023 (FY22-23)</b>	
<ul style="list-style-type: none"> <li>▪ File &amp; Serve 2019 Upgrade and AWS Cloud Releases</li> <li>▪ Online Payment Portal for Fines</li> <li>▪ Cloud Services for Digital Courtroom Record &amp; Transcripts</li> </ul> <p><b>NH e-Court 2.0:</b></p> <ul style="list-style-type: none"> <li>▪ Proposed Orders for Trial Courts</li> <li>▪ Document Portal (to replace Case Party Access Portal)</li> <li>▪ NH e-Court 2.0 - Enterprise Review Queue Phase 1</li> <li>▪ Begin Odyssey Case Management System Procurement</li> <li>▪ Modernize Systems Integration with State Police (“J-One”)</li> </ul>	\$10,060,456

<sup>1</sup> As of 4/30/21

<sup>2</sup> Assumes full \$1.15MM appropriation request is approved

➤ In progress

▪ Planned

# e-Court Cumulative Budget vs. Spend

