

Transitioning from an IT shop to a technology service shop

Larry Murphy

Court Consultant
National Center for State Courts

Charles Byers

Chief Information Officer
Kentucky Court of Justice

Jerry Ward

Chief Information Officer
Oklahoma Courts

Why do we need to transition?

- The Judicial network is connection
- Demand for courtroom technologies utilizing the network
- VOIP, digital recording of the court record, printers/copiers, audio-visual equipment, etc.
- How to secure the network?

Moving Forward with technology

- How incorporate these technologies?
- How to deliver services?
- How to develop policies?
- How to support these technologies?

- With us today are two state perspectives

The Kentucky Perspective

- In Kentucky, the Old and the New
 - Buildings
 - Staff
 - Systems
 - Mindsets
- They all bring challenges

It Just Happened!

- Case Management example
 - Paper
 - Mainframe
 - Novell and PC
 - SQL Server
 - Windows Terminal Server
 - The Future ??
- Success led to a pattern
- 79 internally developed and maintained line-of-business applications!

More Happened...

- Audio / Video
 - JAVS (VHS, CD, DVD)
 - FTR (CD, DVD)
 - Cassette tapes
- Courthouse security
- Phones
- Multi-function devices
- Video remote interpreting
- HVAC systems

And More Happened...

- What's next? It has a wire, so it *MUST* belong to IT, RIGHT?
- Now, it's not even a wire
 - SharePoint
 - Facebook
 - iPhones
 - iPads
 - PDAs
- STOP!

Getting a Grip

- So, what is a “Services Shop”?
- What is our charge?
- How do we manage everything?
- How can we stop it from “just happening”?

Gaining Control

- Reorganization
 - Not based on what happened, but by design, based on logical organization
 - PMO, based on PMI / PMP practices
 - Development and Delivery units, based on SEI / CMMI practices
 - Service Delivery teams, based on ITIL principles. SLAs with ourselves to start
 - Vendor and contract management is key

Gaining Control (2)

- Governance
- The intake and evaluation process
 - Formal feasibility assessment
 - Cost analysis, TCO vs one-time
 - A mechanism for saying “No”
- Requirements
 - Establishment of Business Analysts group
- Stakeholder identification
 - Requirements and sign-off

Gaining Control (3)

- Training plans
 - Formal processes where there have been none in the past is HARD
- Standards that apply across system and department boundaries
- Will probably start discussions in other areas

Keep it from “happening”

- Set expectations. Say “no” in advance
- Policies, tied to the afore mentioned disciplines. Involve Legal and HR
- Port management – to the MAC
- LAN Sweeper
- Get in front of the court, thinkers, partners, and legislative mandates

Oops

- Facilities, construction, and the “slip in”
 - “What kind of PCs should we order to...”
 - “We are here to install the wireless access points for the...”
 - “I need an IP address for the...”

Keys from Kentucky

- Assess and document what you are doing. You may be shocked
- Policies and procedures
- Core vs. non-core evaluation
- Formal, repeatable processes for evaluating requests and solutions
- Get ahead of the curve in anticipation of requests if at all possible

Oklahoma Perspective

- Who else if not IT?
- What works in Oklahoma
- From insourcing to rightsourcing
- Rules to succeed by

Who else if not IT?

“My Outlook calendar doesn’t show up on my new iPhone!”

“Why doesn’t my Android smartphone connect to the Wi-Fi in here?”

“I can run the new case management system on an iPad, right?”

“Which digital transcription system do you recommend?”

“The Sheriff bought this fantastic new equipment so I can have video arraignments and mental health hearings ...”

“Other duties as required”

- New Judicial Center Facility
- New Data Center
- Furniture and equipment moving
- Backup generator
- New Phones: VOIP
- Digital courtroom technologies
- Video conferencing

What works in Oklahoma...

^{1st} People

- Encourage, reward, and hire innovation
- Training, training, training
- Full-time project managers

^{2nd} Infrastructure

- Network
- Servers
- Desktops

^{3rd} Process

- Repeatable service processes (ITIL)
- Repeatable project processes (PMI)
- Repeatable software processes (CMMI)

From Insourcing to Rightsourcing

- Strategic thinking
- Core Competencies
 - Know our customers and our business
 - Infrastructure
 - Key services
- COTS me if you can
- Build the right stuff
- Get the right help at the right time

R.O.T (rules of thumb)

- Customer focus
- Quality is everyone's business
- User-driven SDLC and purchasing
- Project matrix organization
- Run project like projects
- Challenge the status quo
- Get the right people on the bus
- Empower leaders to succeed

The background is a dark blue gradient with several glowing, curved lines in shades of cyan and light blue. On the left side, there is a faint grid pattern of intersecting lines, also in shades of blue.

Questions?