

# Vermont Legislature Joint IT Oversight Committee

Update by

Marcia Schels, Judiciary CTIO

12/3/2021

# **IT Team's Transition from Research & Information Systems (RIS) -> Technology Services Center (TSC)**

- Completion of the Next Generation Case Management System Project
- Addition of the “Project Team” application specialists to the IT Team
- Focus now on “One-Stop” integrated Customer Service and improved Reporting/Data Analysis Capabilities

# Judiciary's Current Applications

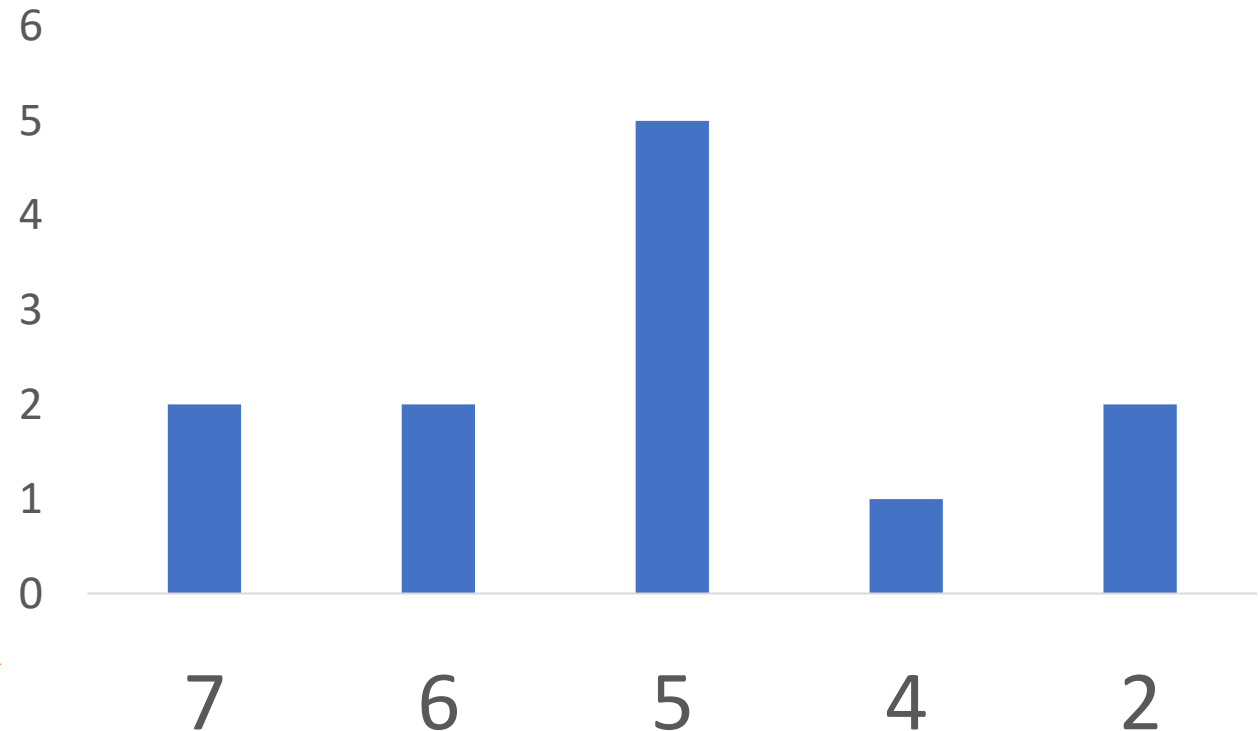
- Tyler Technologies
  - Odyssey Case Management System
  - Odyssey Public Portal
  - eFiling Service
  - Attorney Licensing
- Cisco WebEx
- For The Record (Court Recordings)
- Jury Systems JURY+
- Microsoft SharePoint (Intranet)
- Drupal (External Facing Website)
- DeskPro (Helpdesk Ticketing)
- Quicken QuickBooks

# Judiciary's Application Risk Assessment

Scripted scoring with human evaluation

- Software platform evaluated against:
  - Latest version = 0
  - Supported version = 1
  - Extended support = 2
  - End of Life/unsupported = 3
- Hardware OS used similar scoring to above
- Data was a simple test
  - Publicly available data = 0
  - Sensitive data of any type (PII/PHI/FTI/etc.) = 3
- Web presence was scored based on exposure
  - No web interface = 0
  - Internal web access only = 1
  - External, vendor owned (SaaS) = 2
  - Public facing, State owned = 3
- Each application total score falls between 0 - 12

Application Count



# Pilots and Initiatives In-Progress

- Tyler Technologies
  - Guide and File
  - Jury Management
- Odyssey System Infrastructure Improvements
- Courtroom Technology Clean-up
- Tech-on-the-Bench
- Business Intelligence System
- Online Dispute Resolution
- Drupal (External Facing Website) Upgrade

# Discussion/Q&A