



## MEETING AGENDA

**12 p.m., Monday, November 7, 2016**  
**Telephone Conference Call**  
**1-888-670-3525; Passcode 2923925849#**

**Note: On Friday, November 4, materials will be available at:**

**<http://www.flcourts.org/administration-funding/court-funding-budget/trial-court-budget-commission/>**

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Welcome and Roll Call

- I. Allocation of Re-appropriated Senior Judge Days
- II. Consideration of Due Process Workgroup Report on Expert Witnesses
- III. Consideration of Cross Jurisdictional Technology Support Unit (Time Permitting)

Adjourn

## **Agenda Item I: Allocation of Re-appropriated Senior Judge Days**

### **Background**

As part of the FY 2016-17 General Appropriations Act (GAA), the Legislature approved budget reductions for the trial courts, including a \$324,000 reduction in available senior judge day funding. On June 17, 2016, the Trial Court Budget Commission (TCBC) approved circuit allotments for the FY 2016-17 regular senior judge day appropriation (5,685 days), which included the reduction in available days to allocate due to the budget cut. The Funding Methodology Committee recommended, and the TCBC approved, allocating the FY 2016-17 regular senior judge days using the official funding formula based on each circuit's percent of total judicial need, with no circuit-specific adjustments included in the process (**Columns E – G of Attachment A**). In previous fiscal years, the 5<sup>th</sup> Judicial Circuit had received additional days, above their regular allocation, from a special appropriation in FY 2013-14.

In addition to the trial courts' annual appropriation of funds for senior judge days, the Legislature re-appropriated any unexpended funds from the FY 2015-16 senior judge appropriation, to be added to the trial courts' FY 2016-17 budget. At the time of the June 17<sup>th</sup> TCBC meeting, the anticipated number of FY 2015-16 senior judge days to be re-appropriated was unknown. Due to the unknown number of days available for reallocation, the TCBC approved delaying the allocation of additional re-appropriated days until after the certified forward process. Additionally, at the June meeting, the TCBC indicated circuit specific adjustments could be discussed during the allocation process of the FY 2015-16 re-appropriated days.

### **Current Issue**

Circuit allotments for the re-appropriated FY 2015-16 senior judge days need to be determined. OSCA staff have conservatively estimated an additional 700 days are available to allocate. Currently an audit is underway to reconcile data from three separate systems: Senior Judge System, Florida Accounting Information Resource (FLAIR), and People First. Staff recommend any additional days remaining over the 700 day estimate be placed in reserve.

The proposed FY 2016-17 allocation of re-appropriated FY 2015-16 senior judge days is based on a rate of \$355.08 per day (\$350 per day plus \$5.08 FICA), using a proportional distribution based on circuit judicial need as calculated during the most recent certification process and actual county judges (**see Attachment A**). The proposed re-allocation does not impact the circuits' allotments of the 5,685 regular FY 2016-17 days.

The current trial court allocation policies and procedures state allocations for senior judge days will be released quarterly. In keeping with the approved policies, unless otherwise prescribed by the TCBC, 50% of the 700 days will be released to the circuits effective January 3, 2017, with the remaining 50% released on April 3, 2017.

**Decision Needed**

*Option 1:* Approve the proposed FY 2016-17 circuit allotments of the FY 2015-16 re-appropriated senior judge days based on the official methodology using judicial need. Place any additional days remaining over the 700 day estimate in reserve.

*Option 2:* Do not approve and consider an alternative.

**Funding Methodology Committee Recommendation**

Approve *Option 1*.

## Trial Court Budget Commission November 7, 2016, Conference Call

### Senior Judge Days

### FY 2016-17 Proposed Contractual Allotment of Re-Appropriated FY 2015-16 Days

A	B	C	D	E	F	G	H	I
	<b>FY 2014-15 Re-Appropriated Days (plus \$120,000)</b>	<b>FY 2015-16 Number of Days Allocated</b>	<b>Total FY 2015-16 Days Allotted</b>	<b>FY 2016-17 Percent of Total Judicial Need<sup>1</sup></b>	<b>TCBC Approved FY 2016-17 Contractual Allotment<sup>2</sup></b>	<b>Net Difference (FY 2016-17 Contractual Allotment and FY 2015-16 Number of Days Allocated)</b>	<b>FMC Recommendation Proposed Additional FY 2016-17 Allotment</b>	
							<b>Official Methodology Based on Percent of Total Judicial Need</b>	
<b>Circuit</b>							<b>Additional Re-Appropriated FY 2015-16 Days</b>	<b>Total Senior Judge Days</b>
1	50	236	286	4.0%	228	-8	28	256
2	24	163	187	2.7%	152	-11	19	171
3	10	91	101	1.5%	86	-5	11	97
4	109	360	469	5.9%	335	-25	42	377
5	102	504	606	4.9%	274	-230	34	308
6	199	443	642	7.4%	417	-26	52	469
7	80	279	359	4.7%	264	-15	33	297
8	20	142	162	2.4%	137	-5	17	154
9	97	430	527	7.3%	409	-21	51	460
10	53	251	304	4.2%	238	-13	30	268
11	220	804	1,024	13.1%	734	-70	90	824
12	72	194	266	3.3%	184	-10	23	207
13	169	404	573	6.7%	375	-29	47	422
14	24	132	156	2.2%	125	-7	15	140
15	107	342	449	5.8%	326	-16	40	366
16	6	50	56	0.8%	48	-2	6	54
17	173	582	755	9.7%	544	-38	67	611
18	83	273	356	4.7%	264	-9	33	297
19	48	185	233	3.1%	176	-9	22	198
20	85	334	419	5.7%	319	-15	40	359
Reserve	-	50	50		50	0		50
<b>Total</b>	<b>1,731</b>	<b>6,249</b>	<b>7,980</b>	<b>100.0%</b>	<b>5,685</b>	<b>-564</b>	<b>700</b>	<b>6,385</b>

<sup>1</sup> FY 2016-17 percent of total judicial need is based on judicial need weighted caseload for circuit court plus the actual number of county court judges. Total may not be exact due to rounding.

<sup>2</sup> FY 2016-17 contractual allotment is based on FY 2016-17 percent of total judicial need.

**Agenda Item II: Consideration of Due Process Workgroup Report on Expert Witnesses**

**This agenda item will be temporarily postponed. There are no materials for this agenda item.**

### **Agenda Item III: Consideration of Cross-Jurisdictional Technology Support Unit**

#### **Issue**

Following analysis of the fiscal year 2016-17 salary budget and payroll projections, the Trial Court Budget Commission (TCBC) on August 11, 2016, approved funding two currently unfunded positions in the trial court budget, principally to help support circuits using or desiring to switch to the Integrated Case Management System (ICMS). The TCBC discussed funding the two positions as an initial step in a broader vision for a support unit at the state level to assist with development, deployment, and support of “homegrown” or in-house technology systems for electronic case management and digital court reporting that are used in multiple judicial circuits. During the meeting, the TCBC subsequently reconsidered the action and left the matter pending.<sup>1</sup> It directed staff of the Office of the State Courts Administrator (OSCA) to prepare information on the functions of the two start-up positions for the cross-jurisdictional technology support unit.

#### **Background**

ICMS is one of the court system’s certified Court Application Processing Systems (CAPS) for viewing and managing court documents electronically. Developed by staff of the Eighth Judicial Circuit, ICMS today is deployed in 23 of 67 counties in five judicial circuits – the Third, Eighth, Tenth, and Fourteenth circuits, and Brevard County in the Eighteenth Judicial Circuit.<sup>2</sup>

Currently, staff of the Eighth Judicial Circuit coordinate and oversee support for ICMS. The TCBC has allocated funds from the statewide trial court reserve on behalf of the circuits using ICMS. The funding has been used for contractual programming and support hours to complement the work of the staff of the Eighth Judicial Circuit in addressing circuit needs. For fiscal year 2016-17, the TCBC allocated \$230,000 in non-recurring funds for ongoing programming and support. It is anticipated that the cost to maintain ICMS will continue in out-years, similar to maintenance and support costs of other vendors. If additional circuits transition to ICMS, increased development, integration, and maintenance costs are likely to be incurred.

Distinct from ICMS, “homegrown” or in-house CAPS are in use or will be installed in multiple circuits (seven counties): the Fifteenth Judicial Circuit (JVS, which is based on an early version of ICMS that the circuit configured to meet its own needs); the Thirteenth, Sixth, and Sixteenth judicial circuits

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<sup>1</sup> The motion the TCBC adopted provided for both the funding of the two positions and a distribution of rate for use by chief judges to address employee salary equity, recruitment, and retention problems. After reconsidering the action and leaving the funding of the two positions as a pending issue, the TCBC approved a fiscal year 2016-17 distribution of \$140,369 in chief judge discretionary rate (\$161,663 in salaries and benefits), which was allocated among the circuits as specified in a memorandum from the TCBC Chair dated October 19, 2016.

<sup>2</sup> ICMS also is being installed in the three counties of the Fourth Judicial Circuit.

(Judicial Automated Workflow System – JAWS); the Seventeenth Judicial Circuit; and Seminole County in the Eighteenth Judicial Circuit. The remaining circuits (34 counties) currently contract with private vendors for their CAPS.

In the area of court reporting, OpenCourt is an open source Digital Court Reporting (DCR) solution developed by staff in the Eighth Judicial Circuit. As of October 2016, OpenCourt has been installed in 305 courtrooms and hearing rooms, which includes 36 counties and 10 circuits. Additionally, one other circuit plans to install OpenCourt, increasing the number of installations by approximately 38 in the next few months. Comparable to ICMS, the TCBC has allocated funds from the statewide trial court reserve on behalf of the circuits using OpenCourt. The contractual funding has been used for support, continued development, implementation, and maintenance. For fiscal year 2016-17, the TCBC allocated \$190,000 on a recurring basis for OpenCourt.

### **Cross-Jurisdictional Support Unit**

The TCBC discussed the concept of coordinating support for in-house CAPS and DCR systems used in multiple circuits from a state-level unit housed at OSCA. The fiscal year 2017-18 Legislative Budget Request (LBR) for the trial courts includes a request for five positions and \$420,000 in recurring contractual funding as part of this concept for a cross-jurisdictional technology support unit. As noted above, the TCBC considered self-funding two positions starting in the current fiscal year. In response to the TCBC's request, staff of OSCA developed a plan on the activities of such a unit – initially and over time. (See attached presentation slides and draft position descriptions.)

If funded by the TCBC, the two start-up positions could focus on transitioning the development and support of ICMS to a cross-jurisdictional support unit and gathering information on technology purchasing needs of the judicial circuits. Gradually the support unit could assume management of any contractual services for ICMS and OpenCourt. Ultimately, a fully funded unit could provide a broader range of services including project governance, business analysis, production operations, application development, and business process testing for CAPS and DCR solutions that are used in multiple jurisdictions.

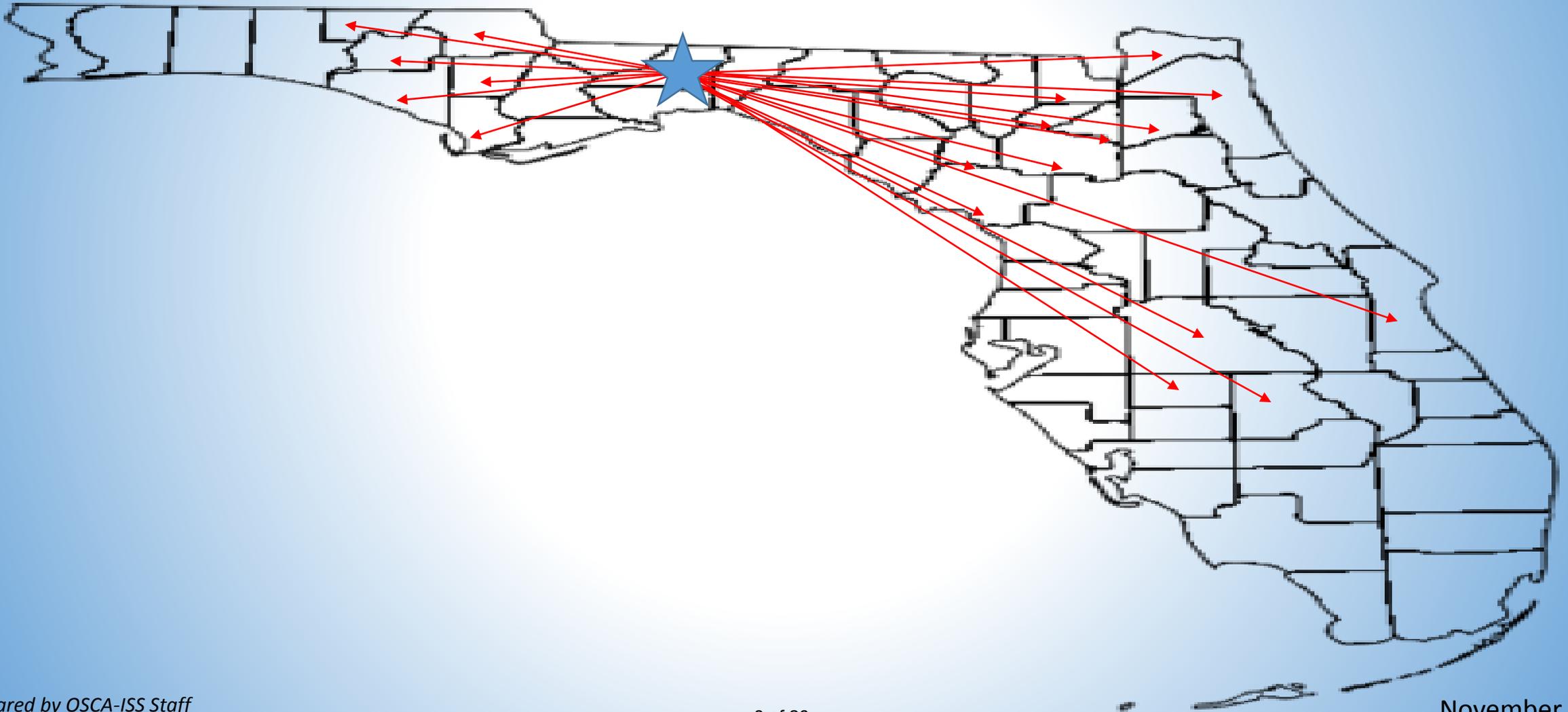
The two positions considered for funding by the TCBC during the August 11 meeting were an Information Systems Support Manager (minimum salary \$79,227) and an Information Systems Consultant II (minimum salary \$67,545). As noted during the meeting, funding the two positions costs \$200,874 in recurring salary and benefits. With the addition of an expense package associated with new positions, the total cost is \$221,406 (\$8,182 non-recurring).

### **Decision Needed**

1) Fund an Information Systems Support Manager and an Information Systems Consultant II, to initiate a cross-jurisdictional technology support unit, at a total cost of \$221,406 and using two currently unfunded FTE in the trial court budget.

2) Do not fund the positions.

# Cross Jurisdictional Support Unit



# Narrative

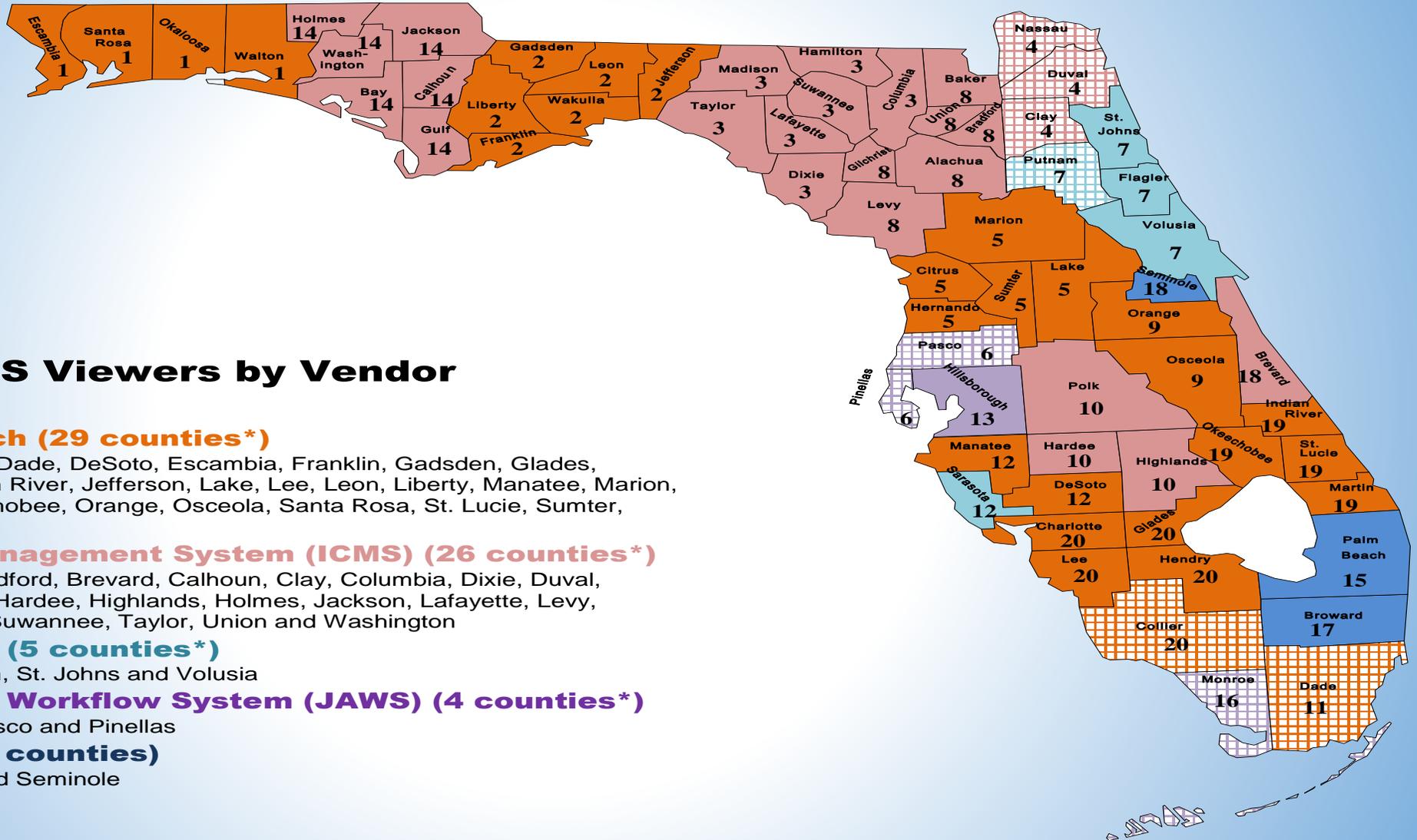
**Cross Jurisdictional Support Services provides state level resources for the development and the daily operations of the CAPS Viewer and Digital Court Reporting (DCR).**

- **The Support Services framework will include:**
  - **Project Governance**
  - **Business Analysis**
  - **Production Operations**
  - **Application Development**
  - **Business Process Testing**
- **Support Services will assist counties that do not have IT resources, which are required for the daily maintenance of the CAPS Viewer/DCR solutions, and are used in multiple jurisdictions.**
- **In addition, the support model will require the OSCA to work on behalf of the Circuit Courts, to negotiate with the vendors who also provide the CAPS Viewers. The OSCA will participate in the negotiating licensing agreements and rates, as well as the maintenance rates for vendor support.**
  - *Example: The lack of IT support was a topic of discussion in several of the Mentis User Group conferences where CTO's expressed a concern that they did not have staff with the expertise to support the SQL database used by Mentis.*

# Approach

- **A key critical business capability of the Florida Trial Court Technology Strategic Plan 2015-2019 was identified as a Standard Level of Service for all of the courts on which, “Citizens have access to a consistent level of minimum court services, regardless of geography.”**
  - ❖ **The ability to support the CAPS Viewers has become a critical part of court activities;**
  - ❖ **The CAPS Viewers consist of both vendor provided and in-house developed application solutions;**
  - ❖ **Out of the 67 counties, 58 counties (87%) have a CAPS Viewer deployed in both the civil/criminal divisions;**
  - ❖ **Out of the 58 counties with a CAPS Viewer deployed, 27 counties (47%) have an in-house developed system;**
    - **Integrated Case Management System (ICMS) – 23 counties**
    - **Judicial Viewer System (JVS) - Palm Beach County**
    - **Judicial Automated Workflow System (JAWS) – Hillsborough County**
    - **Seminole County’s application system**
    - **Court Management System (CMS) - Broward County**
  - ❖ **ICMS represents 85% (23 of 27) of the in-house systems and forecasting deployment in 3 additional counties;**
  - ❖ **JAWS is forecasting deployment in 3 additional counties**
- **Providing a standard level of service for these systems involves an approach that takes on the development and maintenance of an internally developed system that are used in multiple jurisdictions in order to share technology and provide for economies of scale.**

# Map of Florida identifying CAPS Viewers by Circuit



## CAPS Viewers by Vendor

### Mentis/aiSmartBench (29 counties\*)

Charlotte, Citrus, Collier, Dade, DeSoto, Escambia, Franklin, Gadsden, Glades, Hendry, Hernando, Indian River, Jefferson, Lake, Lee, Leon, Liberty, Manatee, Marion, Martin, Okaloosa, Okeechobee, Orange, Osceola, Santa Rosa, St. Lucie, Sumter, Wakulla and Walton

### Integrated Case Management System (ICMS) (26 counties\*)

Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Clay, Columbia, Dixie, Duval, Gilchrist, Gulf, Hamilton, Hardee, Highlands, Holmes, Jackson, Lafayette, Levy, Madison, Nassau, Polk, Suwannee, Taylor, Union and Washington

### Pioneer/Benchmark (5 counties\*)

Sarasota, Flagler, Putnam, St. Johns and Volusia

### Judicial Automated Workflow System (JAWS) (4 counties\*)

Hillsborough, Monroe, Pasco and Pinellas

### In-House System (3 counties)

Broward, Palm Beach and Seminole

\* Counties colored in stripes reflect counties that do not have a CAPS Viewer application deployed or is only deployed in one division

# Next Steps

- **The Trial Court Budget Commission (TCBC) is currently providing support to the ICMS and Open Court solutions developed out of the Eighth Circuit, which is being used in multiple jurisdictions.**
- **The first step in this process is to begin transitioning the development and support of the ICMS-CAPS Viewer system to the Office of the State Courts Administrator.**
- **The proposed approach being used will provide better functionality and support to the end users in all of the counties using ICMS. This will be the result of keeping the current development and support staff in place as new staff is brought on board to learn ICMS.**
- **During the transition period OSCA will begin to gather enterprise IT purchasing needs for Circuit Courts to facilitate opportunities to leverage Judicial Branch buying power for vendor provided solutions.**

# Roadmap Elements

## Cross Jurisdictional Support Services - Implementation Roadmap

FY 2016-2017

- Two (2) new FTE's proposed for OSCA IT Central Support Unit
- FTE's will work with the 8th Circuit staff to begin transition support activities
- Four (4) ICMS/DCR contract support positions will continue to be managed by the 8th Judicial Circuit

FY 2018-2019

- ICMS Central Support management transition complete
- Four (4) contract support positions are LBR funded and managed by the OSCA as overlap until June 30, 2019

FY 2020-2021

FY 2017-2018

- Five (5) new LBR funded FTE's
- Central Support Manager continues advancement of transition support activities with the 8th Judicial Circuit
- Four (4) overlap contract support positions are LBR funded and managed by the OSCA until June 30, 2019

FY 2019-2020

- All FTE support staff
- contracted support transition-out activities complete

# BENEFITS/RISKS

## ➤ **BENEFITS OF APPROACH**

- **Ability to achieve and measure success is controlled over a 3-year period;**
- **Advances strategic technology initiative for a standard level of court support services;**

## ➤ **RISKS OF STATUS QUO**

- **Lack of funding for support services;**
- **Ability to advance a statewide level of support services will be constrained by cross jurisdictional boundaries;**
- **Project Management best practices will be disparate across the judicial branch and synergies will be difficult to harvest;**
- **Cultivation of standard economies of scale vendor agreements will be difficult.**

# FY 2016-17

Contractual support for ICMS/OpenCourt currently funded by the TCBC and overseen by the 8<sup>th</sup> Judicial Circuit:

ICMS (Non-Recurring) \$230,000	=	Contractual Developer \$140,000 Contractual Support \$90,000
OpenCourt (Recurring) \$190,000	=	Contractual Developer \$110,000 Contractual Support \$80,000

## PROPOSAL FOR TCBC:

- Utilize 2 unfunded FTE positions

Statewide FTE \$221,406
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- Provide support for ICMS

Info Systems Support Mgr. \$117,430 Info Systems Consultant II \$103,976
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# FY 2017-18 LBR

LBR includes funding for current-year contractual support that will be managed by OSCA and 5 new FTE to support ICMS/OpenCourt:

<b>Contractual</b>	<b>ICMS (Recurring) \$230,000</b>	=	<table border="1"> <tr> <td style="text-align: center;">Contractual Developer \$140,000</td> <td></td> </tr> <tr> <td style="text-align: center;">Contractual Support \$90,000</td> <td></td> </tr> </table>		Contractual Developer \$140,000		Contractual Support \$90,000		<b>FTE</b>	<table border="1"> <tr> <td colspan="2" style="text-align: center;">Information Systems Support Manager (ICMS/OpenCourt) \$121,346</td> </tr> <tr> <td style="text-align: center;">Info Systems Consultant II (ICMS) \$106,546</td> <td style="text-align: center;">Info Systems Consultant II (OpenCourt) \$106,546</td> </tr> <tr> <td style="text-align: center;">Info Systems Consultant I (ICMS) \$94,895</td> <td style="text-align: center;">Info Systems Consultant I (OpenCourt) \$94,895</td> </tr> </table>		Information Systems Support Manager (ICMS/OpenCourt) \$121,346		Info Systems Consultant II (ICMS) \$106,546	Info Systems Consultant II (OpenCourt) \$106,546	Info Systems Consultant I (ICMS) \$94,895	Info Systems Consultant I (OpenCourt) \$94,895
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***IF PREVIOUSLY APPROVED BY TCBC:***

Information Systems Support Manager  
\$117,430

Information Systems Consultant II  
\$103,976

# DISCUSSION

## **Job Description: Information Systems Support Manager**

### **ALLOCATION FACTOR(S)**

The Integrated Case Management System (ICMS) is a web-based system that allows users to view electronic court case information. ICMS has been in use for over 14 years and the current version ICMS3, is being used in five Judicial Circuits in Florida. ICMS connects to various clerk databases, and provides a unified interface to clerk case information and documents while provides reporting and workflow capabilities to hundreds of users in multiple judicial circuits in Florida. Developers are adding features and support for new clerk databases as the system continues to evolve. ICMS runs on a Linux-based LAMP stack, as was developed in PHP & Perl, with JavaScript & jQuery on the frontend.

The essential function of the position within the organization is to identify and implement new technologies into the ICMS information technology infrastructure while maintaining the reliability and functionality of existing systems. The position is responsible for staff supervision, identifying and implementing new technologies, serving in an advisory role regarding technology business solutions and appropriate technology and functionality requirements, maintaining the reliability and functionality of the ICMS systems in a secure environment, and managing related administrative functions. The position develops and implements programs within organizational policies; reports major activities to executive level administrators through conferences and reports.

### **MINIMUM QUALIFICATIONS**

- A bachelor's degree from an accredited college or university in engineering, computer science, management information systems or a closely related field.
- Five years of related experience, including information on State Courts System operations, involving two years of supervisory or project management experience.
- Experience as described above can substitute on a year-for-year basis for the required college education.

**ILLUSTRATIVE DUTIES (The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position)**

- Supervises staff, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination; prepares or assists with preparation of periodic employee performance evaluations. Develops, designs, tests, implements, and maintains computer applications; designs and documents databases.
- Maintains the reliability and functionality of existing information technology systems, including ensuring security for all information systems devices and data,

and managing the flow of information to the Internet, court systems and internal users.

- Identifies, reviews, transfers and integrates new technologies into the information technology infrastructure, including providing long and short range strategic direction, business-focused oversight of technology research, and development of software used in the State Courts System.
- Acts in an advisory role regarding business solutions through use of technology, including advising on appropriate technology, functionality and funding.
- Assists with review, coordination and updating of the information systems tactical or operational plan and in development of policies and procedures on topics of security, computer usage, data retention, backup, disaster recovery and continuity of operations. Identifies areas of technology influencing or impacting operations of the judicial branch; aligns State Courts functional and technical standards with national and international industry standards.
- Reviews operational technology used to support/enforce the appellate and trial court business logic and workflow.
- Coordinates with Information Systems Services Budget and Planning Department on matters having budgetary requirements or impact.
- Meets with service providers and business partners to discuss new technology and negotiate pricing of technology equipment; procures hardware and software for court technology operations; verifies compliance with licensing agreements required by software vendors.
- Manages administrative matters such as conducting special studies, preparing routine or special reports, developing and administering training, or providing for staff technical or professional growth.
- Attends or conducts staff, committee and other professional meetings and conferences to exchange information; attends technical or professional seminars or conferences to improve professional skills.
- Ability to establish and maintain effective working relationships with others.
- Performs related work as required

**KNOWLEDGE, SKILLS AND ABILITIES:** (Note: The knowledge, skills and abilities (KSA's) identified in this class specification represent those needed to perform the duties of this class. Additional knowledge, skills and abilities may be applicable for individual positions in the employing agency.)

- Broad knowledge of the capabilities of computers, networks, software and peripheral equipment.
- Knowledge of information security practices and risk management.
- Knowledge of court and government policy-making, processes and the interrelationships among court and government decision-makers.
- Knowledge of technology acquisition, software licensing, maintenance contracts, systems monitoring, support methods and techniques.
- Skilled at clearly and concisely communicating complex issues, orally and in writing.
- Skilled at performing and making decisions under pressure and in crisis situations.

- Ability to analyze, formulate and implement effective policies and procedures regarding information technology operations.
- Ability to accurately assess technology needs and business processes.
- Ability to plan and manage the deployment of new technologies with minimal disruption and optimal integration with existing policies and business practices.
- Ability to define and manage systems performance measures.
- Ability to manage the identification and fulfillment of technology education needs.
- Ability to establish and maintain effective working relationships with a wide variety of court, government and private vendor staff and associates.
- Ability to effectively define roles, skill sets and responsibilities of technology support and operations staff.
- Ability to effectively recruit, hire and retain technology personnel.
- Ability to effectively and independently plan and supervise the work of diverse professional and technical staff.

**EXPERIENCE:**

Preference will be given to candidates that have knowledge of the courts, court operations and those entities that interface with the courts is a valuable asset for the individual working in this position.

## **Job Description: Information Systems Consultant II**

### **ALLOCATION FACTOR(S)**

The Integrated Case Management System (ICMS) is a web-based system that allows users to view electronic court case information. ICMS connects to various clerk databases, and provides a unified interface to clerk case information and documents; it also provides reporting and workflow capabilities to hundreds of users in multiple judicial circuits in Florida. ICMS has been in use for over 14 years; the current version, ICMS3, is being used in five Judicial Circuits in Florida. Developers are adding features and support for new clerk databases as the system continues to evolve. ICMS runs on a Linux-based LAMP stack, as was developed in PHP & Perl, with JavaScript & jQuery on the frontend.

This position is responsible for developing, designing, testing, implementing and maintaining the Integrated Case Management System (ICMS) computer application/system; providing data and reports; analyzing the technical feasibility of proposed system projects; resolving complex software problems; developing new productivity tools and methodologies; and providing production support. The position work under general supervision independently developing work methods and sequences.

### **MINIMUM QUALIFICATIONS**

- A bachelor's degree from an accredited college or university in computer science, management information systems or a closely related field.
- Two years of related experience as described above and either (1) completion of a 720 classroom hour program of study from a vocational/technical school or accredited community college in an area of data processing (excluding data entry), or (2) 60 semester or 90 quarter hours of college course work from an accredited institution which includes four courses in computer science or management information systems.
- Experience as described above can substitute on a year-for-year basis for the required college education.
- Completion of a one-year program of study from a vocational/technical school in an area of data processing (excluding data entry) can substitute for one year of the required experience.

**ILLUSTRATIVE DUTIES (The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position)**

- Assists with improving and expanding the circuit's ongoing ICMS System.
- Provides web-based case lookup, document viewing, case reporting, and order generation to hundreds of users in multiple judicial circuits in Florida.

- Analyzes computer application requirements and the technical feasibility of proposed projects.
- Develops, designs, tests, implements, and maintains computer applications; designs and documents databases.
- Provides enhancements and maintenance for existing computer system applications, resolving complex software problems.
- Develops new productivity tools and methodologies; creates custom reports as requested; codes applications programs.
- Consults with court clerks, deputy clerks and judges regarding computer application requirements to ensure efficient operations for areas of responsibility.
- Develops and updates instructions for use of computer applications; provides technical training for applications end-users and assist co-workers with technical problems.
- Examines and analyzes data entered into the computer applications to ensure the data meets database requirements.
- Collaborates with other agencies and departments on technical projects; prepares clear and detailed instructions for use of computer applications. Ensures compliance with applicable policies, procedures, regulations and laws in the performance of technical tasks.
- Adheres to Information Systems Development Methodology (ISDM) and Project Management documentation requirements as adopted by ISS. Also meets ISS Information Technology Standards when developing.
- Ensures that design and implementation procedures make use of appropriate information engineering principles under the ITIL framework as adopted by ISS, including ISS Production Change Management, Release Management and Service Management.
- Attends staff meetings to exchange information; attends technical classes, workshops or seminars to improve technical skills. Perfect skills in the use of application and database developmental tools.
- Ability to establish and maintain effective working relationships with others.
- Performs related work as required

**KNOWLEDGE, SKILLS AND ABILITIES:** (Note: The knowledge, skills and abilities (KSA's) identified in this class specification represent those needed to perform the duties of this class. Additional knowledge, skills and abilities may be applicable for individual positions in the employing agency.)

- Knowledge of the LAMP stack (Linux, Apache, MySQL, and PHP).
- Knowledge of AJAX, JavaScript, JSON, jQuery.
- Knowledge of HTML and CSS.
- Knowledge of React and JQuery UI.
- Knowledge of Git.
- Knowledge of Microsoft .Net and IIS.
- Knowledge of SQL Server, including SQL Server Reporting Services (SSRS) and SQL Server Integration Services (SSIS).

- Ability to use ERWin Data Modeling, Microsoft Visual Studio and related development tools.
- Ability to write HTML, Javascript, C#.Net, ASP.Net and XML.
- Knowledge of Active Directory authentication, Simple Mail Transfer Protocol (SMTP) and File Transfer Protocol (FTP.)
- Ability to analyze and organize.
- Ability to analyze and interpret technical data.
- Ability to design programs and systems.
- Ability to think logically and solve problems.
- Ability to evaluate and resolve user problems.
- Ability to provide technical assistance in the area of computer systems analysis.
- Ability to communicate technical information verbally and in writing.
- Ability to establish and maintain effective working relationships with others.

**EXPERIENCE:**

Preference will be given to candidates that have an extensive knowledge of the LAMP stack, AJAX, JavaScript, JSON, jQuery, HTML and CSS. Candidates that have knowledge of the courts, court operations and those entities that interface with the courts is a valuable asset for the individual working in the position.

## **Job Description: Information Systems Consultant I**

### **ALLOCATION FACTOR(S)**

The Integrated Case Management System (ICMS) is a web-based system that allows users to view electronic court case information. ICMS connects to various clerk databases, and provides a unified interface to clerk case information and documents; it also provides reporting and workflow capabilities. ICMS has been in use for over 14 years; the current version, ICMS3, is being used in five Judicial Circuits in Florida. Developers are adding features and support for new clerk databases as the system continues to evolve. ICMS runs on a Linux-based LAMP stack, as was developed in PHP & Perl, with JavaScript & jQuery on the frontend.

This position is responsible for providing Linux System Administration tier-two technical support, testing, and LAMP development for the ongoing (ICMS) projects. This position will work with IT staff in other judicial circuits in the State Courts System to deploy and support ICMS in their jurisdictions. Primarily work will be on the Linux servers in each jurisdiction. In addition, position will be analyzing the technical feasibility of proposed projects, resolving complex software problems, developing new productivity tools and methodologies, providing technical advice and counsel, and developing and maintaining databases. This position works under general supervision independently developing work methods and sequences.

### **MINIMUM QUALIFICATIONS**

- A bachelor's degree from an accredited college or university in computer science, management information systems or a closely related field.
- One year of related experience as described above and either (1) completion of a 720 classroom hour program of study from a vocational/technical school or accredited community college in an area of data processing (excluding data entry), or (2) 60 semester or 90 quarter hours of college course work from an accredited institution which includes four courses in computer science or management information systems.
- Experience as described above can substitute on a year-for-year basis for the required college education.
- Completion of a one-year program of study from a vocational/technical school in an area of data processing (excluding data entry) can substitute for one year of the required experience.

**ILLUSTRATIVE DUTIES (The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position)**

- Assist local IT staff of other judicial circuits in the State Courts System to deploy and support ICMS in their jurisdictions.

- Provide tier-2 telephone support, training of technical staff, and remote support via VPN, ssh, Remote Desktop, Radmin, and other remote access methods.
- Develops and designs databases and complex computer system applications; analyzes the technical feasibility of proposed projects.
- Software development during times when no support tasks are to be performed.
- Provides enhancements and maintenance for existing computer system applications, resolving complex software problems.
- Develops new productivity tools and methodologies; creates custom reports as requested.
- Consults with staff members to provide technical information and guidance to assist in task/project completion; prepares reports as required.
- Examines and analyzes data entered into computer applications to ensure data meets database requirements.
- Collaborates with other agencies and departments on projects; prepares clear and detailed instructions and provides training on various computer applications.
- Ensures compliance with applicable policies, procedures, regulations and laws in the performance of technical tasks.
- Ability to establish and maintain effective working relationships with others.
- Performs related work as required

**KNOWLEDGE, SKILLS AND ABILITIES:** (Note: The knowledge, skills and abilities (KSA's) identified in this class specification represent those needed to perform the duties of this class. Additional knowledge, skills and abilities may be applicable for individual positions in the employing agency.)

- Knowledge of Linux system (Ubuntu or Debian).
- Knowledge of network file protocols (Samba, NFS, iSCSI).
- Knowledge of application design, development, testing, documentation and implementation.
- Knowledge of the concepts and theories of information systems.
- Knowledge of the principles, practices, and techniques of computer technology.
- Knowledge of relational database design and database design tools.
- Knowledge of SQL Server, including SQL Server Reporting Services (SSRS) and SQL Server Integration Services (SSIS).
- Knowledge of Microsoft .Net and IIS.
- Skilled in administering Apache.
- Skilled in VMware & Hyper-V.
- Skilled in administering MySQL.
- Skilled in PHP & Perl script language.
- Ability to use Microsoft Visual Studio and related development tools.
- Ability to write HTML, JavaScript, C#.Net, ASP.Net and XML.
- Knowledge of Active Directory authentication, Simple Mail Transfer Protocol (SMTP) and File Transfer Protocol (FTP.)
- Knowledge of Oracle 9.2 databases.
- Ability to use SQL Navigator and/or Quest Toad for Oracle.

- Knowledge of Oracle authentication, accounts and roles.
- Ability to analyze and organize.
- Ability to analyze and interpret technical data.
- Ability to design programs and systems.
- Ability to think logically and solve problems.
- Ability to evaluate and resolve user problems.
- Ability to provide technical assistance in the area of computer systems analysis.
- Ability to communicate technical information verbally and in writing.
- Ability to establish and maintain effective working relationships with others.

**EXPERIENCE:**

Preference will be given to candidates that have experience in PHP & Perl scripting language. Candidates that have knowledge of the courts, court operations and those entities that interface with the courts is a valuable asset for the individual working in this position.