

The Office of the State Public Defender

FY15 Information Technology Plan

March 2014

Agency Overview

The Office of the State Public Defender's (SPD's) mission is:

“To promote justice throughout Wisconsin by providing high quality and compassionate legal services, protecting individual rights, and advocating as a criminal justice partner for effective defender services and a fair and rational criminal justice system.”

To carry out its mission and comply with assigned statutory duties, the Agency maintains 41 locations throughout the State. In addition, the Agency partners with roughly 1200 private lawyers who accept SPD cases.

The Agency's information technology projects and infrastructure support its critical business functions. The SPD network is over ten years old and can no longer be supported, upgraded or maintained with proper security. The network supports approximately 670 networked computers and over 600 SPD computer users. The Agency utilizes a statewide web-based case-management system implemented in 2003.

More specific SPD business needs are driven by its law firm status, which includes legal, ethical, and professional requirements and obligations related to privileged, confidential, and other private information. Business needs are also driven by external factors such as the volume and type of criminal charges filed by state prosecutors, IT-related initiatives undertaken by justice system partners and/or the court system, and legislative changes.

I Fiscal Year 2015 Top Five Goals

1. Wide-Area Network Redesign- Redesign the SPD's wide-area network and develop a plan and funding strategy for the replacement of the SPD network that is over ten years old and can no longer be supported, upgraded or maintained with proper security. Further, the SPD servers are currently located at the Department of Justice (DOJ) Data Center, which will be closing in June, 2015. Therefore, the SPD will evaluate options for relocating servers.
2. Bandwidth Requirements - Analyze the broadband needs of the SPD's 40-plus locations and develop a plan and funding strategy so that current business requirements can be achieved and clients can be more effectively represented.
3. Mobility and Productivity - With a redesigned network, the SPD will be positioned to explore options for enhanced information technology mobility. Although SPD staff can access some

documents through the *Google Drive*, SPD staff are unable to access their work folders and files from remote locations. During FY15, the SPD will develop a plan and funding strategy so that attorneys and staff (e.g., investigators), who frequently work outside their offices can access their work files and electronic legal resources required for representing SPD clients from remote sites such as court houses, county jails, and state prisons.

4. Case Management System - The SPD is evaluating options for replacement of the current client/case management system.
5. Windows 7 Upgrade - The Agency plans to complete the upgrade from *Windows XP* to *Windows 7* and the upgrade from *MS Office 2003* to *MS Office 2010* on all agency workstations. These upgrades will ensure that the SPD's operating system and office suite can continue to receive the necessary security patches and upgrades.

II SPD IT Budget

FY14 Salary Budget for IT Staff - \$464,100

FY14 Fringe Benefit Budget for IT Staff - \$194,500

Average ongoing supplies and services expenditures for IT (based on 5-year average) - \$257,600

The SPD has no designated IT budget for ongoing supplies and services, IT expenditures or one-time IT expenditures related to the replacement of IT equipment, new software, and software upgrades. The ability to make one-time expenditures for items such as equipment replacements, new software, and software upgrades is dependent on the availability of agency-wide projected year-end salary savings, which vary from year to year.

III SPD IT Employees

1.0 FTE Management Information Manager

1.0 FTE IS Systems Development Services Specialist (Case Management Programmer)

1.0 FTE IS Network Services Consultant/Administrator

3.0 FTE IS Network Services Senior

IV Agency FY 15 Projects Exceeding \$1.0 Million

The SPD has no funded projects estimated to cost \$1.0 million or more in FY15.

Because of the critical IT-related needs of the SPD, FY15 will be devoted primarily to keeping our current IT infrastructure functional, and the planning for critical IT upgrades that will be necessary during the 2015-17 biennium.

V Potential Agency Projects

The SPD has the following projects in the planning/conceptual stages:

1. *Project Name:* WAN Redesign and Replacement Analysis

Description:

The Agency's highest IT-related priority is the replacement of the Agency's wide-area network (WAN).

The current network that connects and supports the SPD's 40-plus locations is over ten years old and can no longer be supported; warranties have long ago expired; replacement parts are difficult to find; and equipment failures are common. The security software currently installed on the SPD network is no longer supported by the vendor, so the required security upgrades and patches are no longer available. Further, newer versions of security software cannot be installed on the SPD network due to the age of the equipment. According to the Department of Administration (DOA), and the Division of Enterprise Technology (DET), the lack of current security software poses a security risk for the entire statewide network. Finally, because the SPD network was built before the rapid expansion of web-based computing, internet applications, and cloud-based computing, the SPD's current network cannot support bandwidth in excess of 2 Mbps nor can the network be upgraded as currently designed to support additional bandwidth. The limitations in bandwidth will not support the State's new *PeopleSoft* ERP system and does not support basic business requirements of SPD attorneys and support staff.

In anticipation of the 2015-17 Biennial Budget, during fiscal year 2015, the SPD has allocated existing staff to work with DET to redesign the SPD network infrastructure. During FY15, the SPD will work with DET to determine an appropriate network design, identify the equipment required to upgrade the network, and prepare cost estimates for inclusion in the 2015-17 Biennial Budget. Because of the limited number of SPD IT staff, the cost estimates will include contracting costs for the actual build-out of the newly redesigned network.

Anticipate Cost: Unknown

Resourcing: 2015-17 Biennial Budget

2. *Project Name:* SPD Servers and Data Center Relocation Options

Description:

The SPD currently houses its main agency servers at the Department of Justice (DOJ) Data Center located in the Risser Building. In addition, each SPD office houses its own servers that are connected to the DOJ Data Center via the SPD network. The remote servers housed at each SPD office are backed up nightly by support staff. During the next biennium, DOJ has indicated they will be closing the DOJ Data Center and that the SPD should plan on removing its servers by no later than June, 2015. The closure of the DOJ Data Center will not only require the SPD to find a new location to house the SPD servers currently located in the Risser Building, but the planned closure will also impact the ultimate design of the SPD wide-area network identified in item #1 above.

Closely related to item #1 above and in anticipation of the 2015-17 Biennial Budget, during FY15, the SPD will explore options for the relocation of its servers from the DOJ Data Center to another location. In addition, due to the lack of IT staff required to support a decentralized server environment, and the critical need to provide more reliable and effective backups and disaster recovery of the Agency's remote servers, the SPD will also explore, as a longer-term goal, the consolidation of all remote servers to a central, as yet undetermined, location.

Anticipated Cost: Unknown

Resourcing: 2015-17 Biennial Budget

3. Project Name: Bandwidth Requirement Analysis

Description:

As noted above, the SPD's current computer network cannot support bandwidth in excess of 2 Mbps. This level of bandwidth is below that of an average residential network connection and far too limited to support the State's new *PeopleSoft* ERP system and the current business requirements of SPD attorneys and support staff. Internet providers in certain parts of the State do not even offer bandwidth in increments as low as 2 Mbps, thus requiring the SPD to purchase more bandwidth than the network can handle. When the SPD's wide-area network is replaced, the SPD will be able to address the current lack of bandwidth at the SPD's 40-plus sites.

The current bandwidth restrictions of 2 Mbps will not support basic functions at many of our locations:

- Common documents stored on *Wisconsin.gov* cannot be downloaded or take up to 5-10 minutes to open in many instances.
- The number of staff able to view the state statutes at any given time is limited due to the current bandwidth restrictions.
- Video-streaming from *Wisconsin Eye* of Supreme Court oral arguments, for example, can most often be viewed on only one or two computers per site, and the live-streaming results in network speed degradation for other computer users at those sites.
- Training videos required for attorney CLE credits often cannot be viewed because of the current bandwidth restrictions, often times requiring staff to view the required training from their homes in the evenings.
- The Director of State Courts is moving towards E-filing of court documents, which will place even more demands on the SPD's limited bandwidth capacity.
- Sometimes, critical electronic documents required for the constitutionally-mandated defense of SPD clients (e.g., discovery files), cannot currently be accessed over the SPD network due to current bandwidth restrictions.
- Productivity is limited and client representation suffers because staff, particularly attorneys,

cannot remotely access their work documents or key legal resources (e.g., state statutes, CCAP data, case files, previous court rulings, etc.), at remote locations (e.g., court rooms, intake locations, county jails, etc.).

- The current bandwidth limitations prevent the remote installation of software upgrades currently possible in other state agencies. Unlike other state agencies that can remotely roll out software and security upgrades to user desktops over their agency network, SPD IT staff must travel to each of the SPD's 41 locations to install software upgrades such as *Windows 7* and security patches on each of the SPD's 670 networked computers.
- Staff often, during the work day, use personal devices through their personal internet connections to access legal resources and other work-related materials.

In anticipation of the 2015-17 Biennial Budget, during FY15, the SPD, working with DET, will develop estimates of the amount of bandwidth needed for each SPD location (based on predefined business requirements), and identify cost-effective options for securing adequate bandwidth.

Anticipated Cost: Unknown

Resourcing: 2015-17 Biennial Budget

4. Project Name: Mobility and Productivity

Description:

Unlike other state agencies, the current SPD network cannot support the VPN technology that would allow SPD attorneys and staff to remotely log-in to or access their work-related documents and files stored on the SPD network. Current access to work-related documents and access to internet-based information (i.e., CCAP, DOJ CIB system, state statutes, court calendars, legal research sites, etc.), can currently only be accomplished through the use of SPD staff's personal devices (e.g., personally owned smart phones, tablets, laptops, etc.), either at locations that have open Wi-Fi available or on individual's private internet-provider accounts. Given that much of an attorney or investigator's time is spent out of the office, the lack of mobile technology results in significant productivity losses, particularly for SPD attorneys that often sit idle in courtrooms waiting for their case to be called yet are unable to make productive use of such "dead time". In addition, the lack of readily available legal research tools in the midst of court proceedings and trials places the SPD at a legal disadvantage when representing clients.

With the prospect of being able to build a network that can support VPN technology during the next biennium, the SPD will continue to explore options that would enable the agency to begin the implementation of VPN technology through the use of SPD-issued laptops at select locations across the state. Since this initiative is dependent upon a new network (item #1), the timing related to widespread implementation of the use of mobile technology, as described above, has not yet been determined.

Anticipated Cost: Unknown

Resourcing: Unknown

5. *Project Name:* Case Management System

The current case management system, over ten years old, is built on an archaic platform and runs on software that is no longer supported by the vendor. Therefore, maintenance on the software and upgrades, including security patches, is no longer available. Furthermore, today's developers do not possess the skill set required to work on the outdated technology that supports the current case management system. Thus, the Agency has great difficulty recruiting and retaining developers capable of making changes to the current system and/or those who are willing to "learn" old technology. Although functional when developed, the current system does not provide the Agency with the ability to access the data in a comprehensive way to facilitate operation management, long-term strategic planning, storage/retrieval, and evidence-based decision making. A modern system, built on a platform that can be readily accessed with today's IT skill set, will make management of information easier through simplifying storage, security, version control, process routing (including to and from external business partners), and retention. The expected benefits include improved efficiency, better control, and reduced costs.

Anticipated Cost: Unknown

Resourcing: 2015-17 Biennial Budget