



THE STATE BAR OF CALIFORNIA

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Title of Report: Report of the State Bar of California on Information Technology-
Technology Improvement Update

Statutory Citation: Business and Professions Code sections 6140.36 and 6140.38

Date of Report: April 1, 2012

Under Business and Professions Code section 6140.36, the State Bar of California has submitted to the Senate and Assembly Committees on Judiciary the report on the use of funds authorized by section 6140.35 to be collected each year beginning in 2008 and used for upgrading the State Bar's information technology system. The report also includes the report under Business and Professions Code section 6140.38 on the improved efficiencies in its contracting process resulting from the 2010 amendment that raised from \$50,000 to \$100,000 the aggregate value of contracts for information technology goods and services requiring compliance with procurement standards under article 2 (commencing at section 10335) of Chapter 2 of Part 2 of Division 2 of the Public Contract Code. The following summary is provided under Government Code section 9795.

From 2008 through 2011, the State Bar has expended a total of 2,720,205 including: \$799,679 on personal computer upgrades; \$355,778 on desk top software upgrades; \$431,770 on server upgrades; \$115,342 on printer upgrades; \$859,907 on network infrastructure upgrades; \$54,198 on telecommunications upgrade; and \$103,531 on improved web hosting. In 2012, \$5,700,000 is budgeted for costs of upgrading the case management systems for the State Bar Court and Office of Chief Trial Counsel, of a content management system for the State Bar, of related system integration and contingencies; and of completing the telecommunications upgrade. For 2013, \$2,300,000 is budgeted for upgrading of the Bar Admissions systems and related contingencies. Finally, for 2014, \$2,600,000 is the cost of a new Member Record and Billing System, an Online E-Portal, and related contingencies.

In 2011, the State Bar had one contract information technology services that fell between \$50,000 and \$100,000 in aggregate value and was exempt from the formal bidding process under the procurement standards. The Bar was able to expedite and complete the contract process one month earlier.

The full report is available at: <http://www.calbar.ca.gov/AboutUs/Publications.aspx>.
A printed copy of the report may be obtained by calling 916-442-8018.



**Information Technology
Technology Improvement Update
April 1, 2012**

This complete report is available for download on the State Bar's web site at <http://www.calbar.ca.gov/AboutUs/Publications/Reports.aspx>. A hard copy of this report can be ordered by calling 916-442-8018.

State Bar of California Technology Assessment

Statutory Requirements

Business and Professions Code section 6140.35 establishes a \$10 per year special assessment to be used only for the costs of upgrading the State Bar's information technology system, including purchasing and maintenance costs and computer hardware and software.

Business and Professions Code section 6140.36 requires that the State Bar submit a report to the Assembly and the Senate Committees on Judiciary on or before April 1 from 2009 - 2011, on the use of the funds authorized pursuant to Section **6140.35**. Assembly Bill 2764 amended both of these sections, extending the funding through January 1, 2014 and requiring annual reports to the Legislature on April 1, 2011 and on or before April 1 of the succeeding two years.

Business and Professions Code § 6140.38 is another required report to the Senate and the Assembly Committees on Judiciary due on April 1 in 2010, and annually thereafter, on the impact of the changes made to Section 6008.6 by Senate Bill 55 of the 2009-10 Regular Session. In addition to a description of the impact of those changes, the report includes:

- 1) The projects that previously would have been required to comply with Article 4 (commencing with Section 10335) Division 2, Part 2, Chapter 2 of the Public Contract Code, but are no longer subject to that requirement because the contract amount is between fifty thousand dollars (\$50,000) and one hundred thousand (\$100,000); and
- 2) Whether the changes have improved the efficiency of the contracting process. The report required by this section may be included with the report described in Section 6140.36.

Background

The ten dollar (\$10) increase per active member, coming in the form of a special three-year assessment for specific technology-related expenditures (and reauthorized for an additional three-years), has generated an average of \$1.6 million per year. These funds are being used to modernize the State Bar's computer systems and networking infrastructure; and to improve our ability to move information and data within and between our facilities and the Internet, thereby ensuring continued access and availability of services for the public, State Bar members, and Bar employees.

State Bar of California Technology Fund Project Update Status

1. The following is a summary of the infrastructure projects activity through 2011.

A. PC and Laptop Upgrades (Project to date expenditures: \$799,679)

Description:

Upgrade of older PC and laptop computers, modernized computer and laptop operating systems (OS) commenced, established a regular refresh cycle, standardized all PC and laptop configurations, and instituted a 3 year on-site maintenance plan.

Implementation Progress:

Complete.

B. Desktop Software Upgrade (Project to date expenditures: \$355,778)

Description:

Upgraded all PC and laptop applications (MS Office, Adobe Acrobat). In 2010, began bringing tools to assist staff in assuring accessibility of content on its website with Section 508 of the Rehabilitation Act of 1973 standards. The bar procured license upgrades for Adobe Acrobat and software accessibility tools for the creation, evaluation or conversion of Microsoft Word or PDF documents.

Implementation Progress:

Complete.

C. Network Printer Upgrade (Project to date expenditures: \$115,342)

Description:

This project introduced a more cost effective printing environment to the organization through the use of satellite copiers/printers as a replacement for desktop printers. This project upgraded and modernized printer capabilities and improved service and support. Additional funds were spent in 2011 to replace network printers that were still within their useful lifecycle during the initial upgrade phase in 2010.

Implementation Progress:

Complete.

D. Server Refresh (Project to date expenditures: \$431,770)

Description:

Phase I of the Server Refresh Project began in 2008. The objective of Phase I was to implement blade server¹ and virtualization² technology to consolidate, reduce power consumption, and enhance maintenance for file and print, web, e-mail, and storage. Phase I laid the groundwork for the aforementioned technology. Phase II of the Server Refresh Project consists of continued replacement of end-of-life servers, data backup system, and greater utilization of virtualization technology to reduce the number of physical servers and expand storage to accommodate for data growth.

¹ A blade server is a stripped down server computer with a modular design optimized to minimize the use of physical space and energy. Whereas a standard rack-mount server can function with (at least) a power cord and network cable, blade servers have many components removed to save space, minimize power consumption and other considerations, while still having all the functional components to be considered a computer.

² Virtualization is software technology which uses a physical resource such as a server and divides it up into virtual resources called virtual machines (VM's). Virtualization allows users to consolidate physical resources, simplify deployment and administration, and reduce power and cooling requirements. While virtualization technology is most popular in the server world, virtualization technology is also being used in data storage such as Storage Area Networks, and inside of operating systems such as Windows Server 2008 with Hyper-V.

Implementation Progress:

Complete.

E. Network Infrastructure Upgrade (Project to date expenditures: \$859,907)

Description:

Most of the Bar's Cisco network equipment was purchased in 1999 with an incremental upgrade made in 2004. Information Technology staff spend a considerable amount of time and effort conducting risk mitigation and resiliency improvements to the existing network infrastructure. Additionally, network usage continues to increase, taxing our current network and on several occasions, has resulted in slow network response and lost network traffic.

Implementation Progress:

Complete.

F. Telecommunications Upgrade. (Associated expenditure: \$54,198)

Description:

Because the State Bar's voice communications infrastructure is more than fifteen years old, vendor support and hardware replacements are limited and expensive, and integration with newer technologies is impossible. The voicemail systems are at maximum capacity, which limits our call center's ability to increase incoming call capacity and results in busy signals. This project will provide a sustainable voice communications system for the delivery of bar services to the members and the public.

Implementation Progress:

The Bar recently concluded the RFP process for this project. IT will be working with the vendor on the planning and design of the new system and anticipate completing this project by the fourth quarter of 2012.

2. Future applications investments.

Senate Bill 163 (Evans) requires the Board of Trustees to complete and implement a five-year strategic plan. In order to fulfill this requirement, the Board adopted a five-year strategic plan on February 10, 2012. This plan laid out the Information Technology Initiative to retire and replace the Bar's four key production systems. A copy of the plan containing more information on the initiatives can be found at <http://www.calbar.ca.gov/AboutUs/Publications/Reports.aspx> or by calling (916) 442-8018. For a complete summary of the IT Special Assessment Fund expenditures and budgeted initiatives, see attachment A.

3. Business and Professions Code § 6140.38

Business and Professions Code § 6140.38 requires the State Bar to report to the Senate and Assembly Judiciary Committees on the impact of increasing the State Bar's informal bid contracting authority limits from \$50,000 to \$100,000 for contracts for IT goods and/or services.

In 2011, the State Bar had one contract that fell within these provisions. By not having to go out to formal bidding, the Bar was able to expedite the contract and have it in place 1 month sooner than if it were to have gone through the normal process. This allowed the bar to immediately work on a time sensitive project.

Actual Technology Improvement Costs Fund 19

(In dollars)

IT Projects	2008	2009	2010	2011	Total
Personal Computer Upgrade	696,500	0	47,983	55,196	799,679
Desktop Software Upgrade	179,521	155,179	15,643	5,435	355,778
Server Upgrade	113,843	30,194	30,006	257,727	431,770
Printer Upgrade	389	12,474	85,031	17,448	115,342
Network Infrastructure Upgrade	142,673	92,850	5,270	619,114	859,907
Telecommunications Upgrade	0	0	0	54,198	54,198
State Web Host Transition	0	0	103,531	0	103,531
Total IT Projects					2,720,205

Budgeted Information Technology Projects 2012-2015

(In dollars)

IT Projects	Project Budget	Estimated Timing			
		2012	2013	2014	2015
Prosecutorial CMS	1,900,000	1,900,000	0	0	
State Bar Court CMS	1,200,000	1,200,000	0	0	
Content Management System	900,000	900,000	0	0	
Admissions System	2,000,000	0	2,000,000	0	
Member Record & Billing System	1,900,000	0	0	1,900,000	
Online E-Portal	400,000	0	0	400,000	
Systems Integration	300,000	300,000	0	0	
Contingency	1,000,000	400,000	300,000	300,000	
Telecommunications Upgrade	1,000,000	1,000,000	0	0	
Total IT Projects	10,600,000	5,700,000	2,300,000	2,600,000	