



THE STATE BAR OF CALIFORNIA

180 HOWARD STREET
SAN FRANCISCO, CALIFORNIA 94105-1639
TELEPHONE (415) 538-2000

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, 2013

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 2012, the State Bar has expended a total of \$4.1 million for upgrades to its personal computers, desk top software, servers, printers, network infrastructure, and telecommunications. Additionally, the State Bar has improved its web hosting and begun the process of replacing its legacy prosecutorial case management, State Bar Court case management and Admissions systems. For 2013 through 2015, \$6.5 million is budgeted to pay for the total costs of the Bar's legacy system replacements identified above as well as the cost of replacing the Member Records and Billing system. Initiation of the Member Records and Billing is scheduled for 2014 with a planned completion date of 2015.

In 2012, the State Bar had no information technology service contracts that fell between \$50,000 and \$100,000 in aggregate value that were exempted from the formal bidding process under the procurement standards.

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



**Information Technology
Technology Improvement Update**

April 1, 2013

This complete report is available for download on the State Bar's web site at <http://www.calbar.ca.gov/AboutUs/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**. The Legislature amended both of these sections in 2010 (Stats. 2010, ch. 476 (AB 2764) §§ 5, 6), 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, that was added together with the changes made to Section 6008.6 (as amended Stats 2010, ch. 2 (SB 55), §§ 1, 4, effective January 25, 2010. The report, which may be filed with the report under section 6140.36 of the Business and Professions Code, 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.

Business and Professions Code section 6140.12 (added Stats ch. 417 (SB 163), § 47), 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/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.

State Bar of California Technology Fund Project Update Status

1. The following is a summary of the infrastructure and applications projects activity through 2012.

A. Telecommunications Upgrade (Project to date expenditures: \$1,000,669)

Description:

The State Bar's voice communications infrastructure is more than twenty 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:

Complete.

B. Prosecutorial Case Management System (Project to date expenditures: \$296,518)

Description:

Replace the legacy prosecutorial application for The Office of the Chief Trial Counsel and implement and deploy a fully integrated Commercial-off-the-Shelf (COTS) system that streamlines managing cases; reduce time-consuming data entry tasks; and increase office productivity to allow staff to be more efficient and cost effective.

Implementation Progress:

The Bar acquired a COTS system and began working with the vendor and The Chief Trial Counsel's team on the planning for the implementation of its case management system. The Bar is estimating deploying the system by the end of 2013.

C. State Bar Court Case Management System (Project to date expenditures: \$80,457)

Description:

Replace the legacy case management system for The Office of the State Bar Court and implement and deploy a fully integrated COTS system that streamlines managing cases; reduce time-consuming data entry tasks; and increase office productivity to allow staff to be more efficient and cost effective.

Implementation Progress:

The Bar crafted a Request for Proposal (RFP) and received several submissions from vendors who provide a Court Case Management System solution. The evaluation of the RFPs began with an expected award in 2013.

D. Admissions Information Management System (Project to date expenditures: \$473)

Description:

Replace the legacy examination and grading system for The Office of Admissions and deploy a fully integrated COTS system that streamlines the business processes and workflow necessary to aid in automating the core activities such as tracking accommodations petitions, moral character determinations, and communication with applicants, institutions, and others involved in the admissions process.

Implementation Progress:

The Bar began developing system specifications and requirements to develop an RFP. The RFP is estimated to be released in June, 2013.

E. Enterprise Data Integration Software (Project to date expenditures: \$23,920)

Description:

Data integration is a key enabler to ensure that newly deployed COTS systems are able to integrate and connect multiple data sources, including the legacy systems. This integration tool allows for business applications and workflows to increase operational efficiencies.

Implementation Progress:

The Bar crafted an RFP and received various submissions. The evaluation of the RFPs began with an expected award in early 2013.

2. 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 2012, the State Bar did not have a contract that fell within these provisions.

Attachment A

Actual Technology Improvement Costs Fund 19

(In dollars)

IT Projects	2008	2009	2010	2011	2012	Total
Personal Computer Upgrade	696,500	0	47,983	55,196	0	799,679
Desktop Software Upgrade	179,521	155,179	15,643	5,435	0	355,778
Server Upgrade	113,843	30,194	30,006	257,727	0	431,770
Printer Upgrade	389	12,474	85,031	17,448	0	115,342
Network Infrastructure Upgrade	142,673	92,850	5,270	619,114	0	859,907
Telecommunications Upgrade	0	0	0	54,198	946,471	1,000,669
State Bar Web Host Transition	0	0	103,531	0	0	103,531
Prosecutorial CMS	0	0	0	0	296,518	296,518
State Bar Court CMS	0	0	0	0	80,457	80,457
Admissions System	0	0	0	0	473	473
Systems Integration	0	0	0	0	23,920	23,920
Total IT Projects						4,068,044

Budgeted Information Technology Projects 2012-2015

(In dollars)

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