

IN THE UNITED STATES DISTRICT COURT
FOR THE WESTERN DISTRICT OF VIRGINIA

IN RE: SHARED SERVICES INITIATIVE

STANDING ORDER NO. 2013-5

Inasmuch as the Judges of the United States District Court and the United States Bankruptcy Court for the Western District of Virginia have agreed to implement a Shared Services Initiative, it is now

ORDERED

that the Information Technology Department of the United States District Court and the United States Bankruptcy Court for the Western District of Virginia shall be consolidated under a plan which is affixed as an exhibit hereto. The effective date of the consolidation shall be August 1, 2013. It is also noted that the Judges have agreed in principle to Shared Human Resources and Procurement Services to be implemented at some future time.

ENTER: June 26, 2013



Glen E. Conrad
Chief United States District Judge

Shared Services Overview

Over the last several years USPO, USDC and USBC have made a conscientious effort to combine IT services and infrastructure. Currently, when two or more court units are housed in a single facility, a single server room is utilized. Equipment is shared in most server rooms except some locations have separate servers. The server room typically contains the following:

Building Data and Voice Circuits: Data circuits are provided to each office and funded by the AO. Telephone circuits are provided to each office and funded locally. Each unit typically shares these costs.

Telephone Systems: Telephone systems are shared by all units located in the same facility.

Servers: Each court unit provides servers.

Uninterruptable Power Systems (UPS): A UPS system is provided in each server room throughout the district. This allows the server room to operate for 2 hours when building power fails.

Courtrooms A/V Systems: Courtroom A/V systems are provided in most USDC and USBC courtrooms. The court unit that “owns” the specific courtroom funds the A/V Systems. It is very common for USBC to use USDC courtrooms if they do not have a designated USBC courtroom. In some rare cases, USDC will use USBC courtrooms.

Network Switches and Routers: The AO provides each facility with a router. The router is the physical connection to the AO’s DCN network. Network switches are purchased with local funds and connect to the AO’s router.

Public Wireless Network: Each facility is provided with a public or non-DCN network. This allows USPO and USDC to backup all Apple products in case of equipment failure. USBC uses the network for attorney connection. USPO, USDC and USBC currently share cost for the service.

Areas of Improvement

USBC Video Bridge: USBC currently owns a video conference bridge that allows multiple video conference calls at a time. Currently USDC can only connect two parties at one time. USDC and USBC will coordinate training and support for this unit. The AO is currently investing in a national video conference bridge for any court unit to use. If so, USBC and USDC will use the national system to save maintenance cost as a long-term solution.

Security assessment: The AO currently provides an IT security audit as requested. The audit team evaluates the security of the network, passwords, and infrastructure. While this audit is not required, it is good practice for the district to ensure compliance with the AO's regulations. Currently the AO has a backlog of districts to review and our district could be reviewed around 2015-2016. Plans are being developed for "cross unit" security assessments in key areas.

Cross Training: With our district covering such a large geographic area, IT staff from both units typically travel on any given day. Each unit has, for several years, assisted the others by handling small tasks on an "as needed" basis in our outlying locations. This will be enhanced to better coordinate trips for equipment replacement and user issues. This will allow for a better understanding of day-to-day operations of each unit, thus allowing a more efficient response time.

Combination of voice and data circuits: Currently, data and telephone circuits are physically separated and provide two different types of service. Within the last 5 years, the push is to combine the two circuits and operate on the same data connection. The AO has initiated a national video and telephone contract to accomplish this task. Under our current contract, each divisional office pays several thousand dollars for telephone service and the AO funds the data service. With the new proposed system, the cost for telephone service is no longer funded locally. Initial test for our district is scheduled for late summer 2013.

Application and Server: Currently USPO, USDC and USBC use separate servers and create applications as required by their unit. By combining servers and applications, where practicable, this will allow the staff to become more efficient and lower our overall investment and maintenance cost. It will also provide USDC and USBC with a faster response time for helpdesk calls and the creation of new applications.

Combined Administrative Services:

Greater cooperation between USPO, USDC and USBC would provide several advantages. The integration of resources and personnel working toward the same goal would provide a more efficient response time and less duplication of similar projects.

CM/ ECF Application: USDC and USBC currently support their own court specific CM/ECF application. With the two systems providing similar but distinct functions, USDC and USBC will continue to administer their respective system and cover each other during scheduled or unscheduled absence. The USPO PACTS Administrator will cover during unforeseen circumstances.

CM/ECF Hardware: USDC and USBC currently support their own court specific CM/ECF server. With the two systems providing similar functions but distinct functions, USDC and

USBC will continue to administer their respective system and cover each other during scheduled or unscheduled absence. Cross training is necessary since each court unit server has subsystems that are unique to their respective court. (Other areas of difference include: separate teams of programmers and developers at the national level, unique client bases, varied upgrade and downtime maintenance schedules, and some idiosyncratic functionality). Later in FY 2013, centralized servers housed in Northern Virginia are scheduled to replace individual CM/ECF servers located in each district, similar to the Lotus Notes and PACTS relocation four years ago. One distinct advantage is having a remote system in place in the event the district experiences a COOP situation.

PACTS: USPO administers PACTS and the CM/ECF Administrator would provide backup.

Apple products: USPO, USDC and USBC have approximately 90 Apple products they support. Applications are delivered to the device by Airwatch and billed through procurement. Moving forward, USPO will administer all Apple products and USBC will serve as a backup.

Help Desk: USPO, USDC and USBC operate a dedicated helpdesk for their respective courts. USDC helpdesk is manned by two employees and USBC by one. Calls ring a hunt group of all IT Staff and are then forwarded if necessary for additional assistance. Most calls are resolved at this level. If the helpdesk cannot correct the problem, the call is escalated to a higher level. This is typically the owner or administrator of the system. Combining the helpdesk would require one less employee dedicated to the helpdesk.

Lotus Notes: USPO, USDC and USBC have a Lotus Notes administrator for each court unit. USDC sets up new accounts at a greater rate than USBC because of the number of law clerks each year. Currently each unit has a Lotus Notes administrator. Combining Lotus Notes administrative duties would require only one Lotus Notes administrator and a backup.

Data Network: USPO, USDC and USBC currently have a Network Administrator for each court unit. Moving forward, USDC and USBC would share administrator duties. Combining administrative services would require only two data network administrators.

National Video Teleconference Conference – NVTC: USBC purchased a video bridge to support video conferencing within USDC and USBC courtrooms. Over the next year, the district will switch over to an all inclusive phone/ video/ telephone network named NVTC. USBC currently owns and maintains the video bridge and is working with the AO to start beta testing the NVTC. USBC and USDC would share administrative duties. USPO would serve as their backup.

Courtroom Audio: USDC provides and maintains all courtrooms in the district except a single courtroom in Roanoke, Lynchburg, Danville and Charlottesville. Over the last 7 years, USDC has standardized the equipment and its operation within the courtroom. This includes district and

magistrate courtrooms. USBC maintains each of their courtrooms. USDC and USBC would share administrative and backup duties.

Telephones: USPO, USDC and USBC share phone system cost and maintenance throughout the district. USBC and USPO would administer the system while USDC serves as their backup.

Application Development: USDC, USPO and USBC develop all applications and server configurations for the district. All three units would work toward a common platform resulting in a substantial savings in software and hardware cost.

Goals

Short Term:

1. Control IT expenditure cost containment by eliminating duplication of contracts, maintenance and systems.
2. Create short term 1 year plan for projects and implementation of user requirements.
3. Cross train IT staff on both USDC and USBC application support.
4. Combine data and telephone circuits to a minimum.
5. Implement national video bridge.

Long Term:

1. Create 2 and 5 year IT plan.
2. Integrate PC, servers and applications into a single platform where practicable.
3. Implement Cloud and virtualization computing where practicable.