Citrix Workspace for State, County, and Municipal Courts
Managing information access with a flexible, cost-effective, and secure workspace

State, county, and municipal courts have complex computing requirements that often lead to ongoing struggles for funding to maintain existing IT systems while keeping staff current on rapidly changing technologies. Your organization is undoubtedly under pressure to accelerate the pace of the court system by improving scheduling and time management through technology. Similarly, you may be considering ways to provide enhanced self-service options to citizens. While facing increasing cybersecurity threats, you still must make critical resources—applications, data, evidence, files—easily available to many different people and groups involved in court business. Still another issue is the mobile megatrend, which directly impacts the judicial system as busy staff seek to boost their productivity through flexible working. Meanwhile, you may be dealing with outdated hardware and slow network performance, as well as an overburdened IT team.

Instead of tackling each issue and use case individually, you should consider a secure digital workspace strategy. A digital workspace should start with the user: delivering a consistent and unified experience for your judges, attorneys, staff, and citizens so they can use applications, desktops, and data with ease and efficiency. The workspace should be built on a foundation of flexibility that allows IT to layer in services as needed, and securely deliver them to any desired device or location. Finally, this workspace should simplify IT administration and control.

A complete secure digital workspace should be:

- **Unified**: Provides a single pane of glass for configuring, monitoring, and managing your entire technology infrastructure to deliver a unified user experience
- **Contextual**: Adapts to each worker’s patterns and exceptions through machine learning so work can be done securely, from any location

At a Glance

A secure digital workspace from Citrix gives your judicial system the flexibility to improve computing services for both staff and citizens, while making the most of limited budgets. It streamlines delivery and management of applications, data, and documents; protects confidential information; and can be a component of your digital chain of custody strategy. Additionally, it ensures a consistent user experience across any endpoint device, including all major thin client and mobile platforms, to increase productivity and accelerate the judicial process. Citrix Workspace offers exceptional flexibility: deployment in your existing on-premises datacenter, in a private cloud, or using any major commercial or government cloud provider. You can also combine on-premises with hybrid cloud deployments. All these options give you peace of mind from knowing you can start your cloud journey at any point and move forward at your own pace.

Key Benefits

- Secure management and delivery of case management software (CMS)
- Streamlined approach to sharing digital evidence, with access and audit controls to comply with your digital chain of custody regulations
- Cost-effective and secure access from citizen services kiosks
- Cost reduction through centralized IT administration of the entire digital workspace
- Maximum flexibility in device choice for end users, without sacrificing security
- Optimized application performance over bandwidth-constrained networks
Secure digital workspace can contribute to your mission of protecting rights and liberties, upholding and interpreting the law, and resolving disputes. It also enables you to realize the full benefits of hybrid- and multi-cloud environments. Let’s look at some of the leading scenarios—and benefits—for state, county, and municipal courts.

Secure access to case management system (CMS)

The case management system can be the lifeblood that keeps the court system flowing. It is used by judges, prosecutors, defenders, paralegals, and other staff. When it is performing slowly or experiencing issues, the CMS can impact the entire judicial process. Traditionally, this powerful software is locally installed and managed directly on Microsoft Windows endpoint devices. This approach has serious drawbacks that make it harder for your judicial system to function efficiently, cost-effectively, and securely.

The drive to digital transformation requires a superior employee experience for higher productivity and stronger security policies for data loss prevention. Citrix Workspace offers a user-centric experience where one unified solution delivers everything you need to work. Contextual access and actions are based on user context and IT-designed policies. Citrix Workspace fully aggregates not only CMS, but all apps and data—both on premises and cloud—to deliver the right experience to the right user at the right time.

Experience

- The user experience is improved by executing the CMS application virtually, either as a virtualized application or delivered within a virtual desktop infrastructure (VDI), on high-performance, modern server hardware and delivering it to any authorized endpoint. This approach uncouples CMS performance from the limited capabilities of aging desktops and laptops found in many courtrooms.
- Overburdened IT administrators can regain productivity through centralized management and updating of the CMS software, avoiding the need to visit individual endpoints spread geographically throughout the supported environment.
Security
• All CMS data is stored securely in the datacenter or in a preferred cloud service rather than on the endpoint, making it easier to protect and back up.
• Shared or public-facing endpoints can be replaced by thin clients, which are easier to secure, inexpensive to replace, and typically useless to thieves.
• If a legacy CMS cannot be migrated to a modern operating system, its security risks can be mitigated by virtualizing the software within the datacenter and exposing only the required components to a properly secured endpoint.

Choice
• You can enable bring-your-own (BYO) initiatives that give your court system the flexibility to deliver your CMS solution to any device running Windows, MacOS, Linux, iOS, Android, or Chrome operating systems, or clientless via an HTML5 browser. With BYO, IT administrators do not have to provide support for the endpoint device.
• You can connect external users’ devices and peripherals to your CMS solution without having to grant full access to your network or set up a dedicated virtual private network (VPN).
Secure document sharing with audit trail

Court cases often involve mountains of evidence, which have only gotten larger in the digital age. Digital evidence, like its physical counterpart, must adhere to strict chain of custody requirements involving access and audit controls. Many collaboration tasks handled effortlessly in other industries generate extra costs in the court system, from secure storage containers to additional manpower and lost time.

Audit controls for distributing digital evidence often require law enforcement officers to hand-deliver controlled storage devices. This process adds costs for the physical storage itself and the security implemented to ensure its integrity. It also takes public safety officers out of the field to act as messengers, incurring travel expenses such as fuel.

Official document transactions outside of evidence are another area of concern. Many court systems have not yet adopted a secure, legally binding, and industry-compliant electronic signature solution, instead relying on printing, faxing, and hand delivery for officially signed correspondence.

Citrix Content Collaboration, a component of Citrix Workspace, is an enterprise document and file sharing solution that offers strong security, audit logging, control over recipient actions, and legally binding e-signature capability. It enables you to send, sync, and revoke access to files while maintaining full audit control, without the need for physical storage. Content Collaboration also provides bank-level data encryption to secure files in transit and at rest, including the capability to recover lost data and prevent leaks.

Experience
• You can expedite delivery of digital evidence by sending it over any authorized network while maintaining compliance with your chain of custody requirements. This reduces costs and restores lost time for law enforcement officers.
• Document signing can be streamlined with legally binding e-signatures, helping to shorten the time spent waiting for completed paperwork by up to 93 percent.
• You can provide a consistent experience on municipal websites when news about high-profile court cases attracts a surge in visitors by offloading traffic to cloud-based content repositories.

Security
• Third-party validated application and datacenter controls for SOC 2 and SSAE 16 audits help you comply with American Bar Association ethics rules, FIPS 140-2, HIPAA, HITECH, FINRA, and CFPB regulations, and more.
• IT administrators can remotely provide configurable capabilities—such as allowing or denying viewing, downloading, or editing documents—on any device while maintaining strict audit and access controls in a secure data store.
• Access to shared data can be revoked at any time and generates an audit trail to confirm if access has occurred prior to revocation.

Choice
• Users can interact with digital evidence and/or documents on the most convenient, authorized device (Windows, MacOS, Linux, iOS, Android, Chrome, or clientless via HTML5) or via an online web portal while IT maintains an audit trail.
• Digital evidence and documents can be stored in any combination of appropriate storage locations, including on premises or in an approved cloud, such as government clouds.
Desktop delivery to public kiosks

Some court systems have implemented self-service kiosks for citizen services: pay fines, apply for licenses, check the status of cases, and view the court calendar. These kiosks offer convenience to the public and help reduce staffing requirements in other areas.

Desktop and application virtualization capabilities of Citrix Workspace can be leveraged to transform a kiosk into a thin client that citizens can use to access a locked-down desktop or individual applications. Thin clients are easier to maintain than devices with desktop operating systems, which must be constantly updated with security patches. Virtualization also strengthens endpoint security by removing data at rest from the kiosk.

Experience
• User experience on kiosks is improved by executing workloads on high-performance, modern server hardware instead of the local device. This uncouples application performance from the kiosks, extending their useful life.
• IT administrators can regain productivity through centralized management of all kiosks, which avoids the need to visit individual endpoints to perform updates.

Security
• Application data can be safeguarded against malicious code or attacks—regardless of the configuration of the endpoint—by centrally managing security within the datacenter.
• Using virtualization to convert public-facing kiosks to thin clients simplifies security and minimizes day-to-day maintenance. Many thin-client kiosks can be installed without requiring an IT administrator visit.

Choice
• You gain the flexibility to mix and match kiosks throughout court system since the virtualized workload can be delivered uniformly to any device.
• Thin clients can reduce costs because they are typically less expensive and have a longer usable lifecycle, and their small size makes them easier to hide in plain sight in public spaces. Existing desktops can be converted into thin clients.
• Desktops and applications can be delivered from either the local datacenter or any cloud environment, including government clouds.

Case Study

U.S. State Court System

PROFILE:
The system encompasses 67 trial courts supporting 6,000-7,000 users, 47 appellate courts with 3,000 thin clients, and 500 magistrate offices with 1,000 thin clients, spread across the state.

CHALLENGE:
This geographically large state needed a centralized IT department to create, maintain, and update case management systems for all three levels of courts handling nearly 2.8 million cases a year.

RESULTS:
Implementing a digital workspace solution comprising Citrix Virtual Apps and Desktops, Citrix ADC, and Citrix Endpoint Management enabled the court system to centralize its IT operations. Benefits include efficient application delivery to thousands of endpoints statewide while improving the user experience and reducing costs.
Citrix Workspace provides a seamless work experience regardless of the type of app, desktop, device, network, or location, without a lot of extra steps. IT maintains control and visibility of SaaS, mobile, virtual, and web apps with a simple and integrated solution that enhances the experience, giving workers the best tool to do their jobs efficiently. The solution is available in Citrix Cloud and Citrix Cloud Government, as an on-premises implementation or a hybrid approach. ([https://citrix.com/workspace](https://citrix.com/workspace))

Citrix Cloud: Citrix Cloud services simplify the delivery and management of Citrix technologies, helping you to extend existing on-premises software deployments or move 100 percent to the cloud. Create and deploy secure digital workspaces in hours, not weeks, while placing your sensitive app, desktop, and data resources on any cloud or hybrid cloud. ([https://cloud.com](https://cloud.com))

Citrix Cloud Government: The first digital workspace built for government, the Citrix Cloud Government platform empowers your agency to securely deliver apps and data to your workforce while improving IT efficiency and enhancing user experience. Built on a FedRAMP High Baseline certified government infrastructure as a service (IaaS), it enables your agency to leverage Citrix digital workspace technology on any government-grade infrastructure. ([https://cloud.us](https://cloud.us))