

## Euclid Municipal Court Technology Plan

This technology plan provides an overview of Euclid Municipal Court's utilization of technology in the delivery of court services and maintenance of judicial operations. The applications outlined in this plan include technologies that serve litigants, attorneys, members of the public, and other members of the justice system, as well as internal technology systems utilized by judicial officers and court staff. Information Technology infrastructure information is not included in this list for safety and security reasons, including firewall, storage system, backup, anti-virus, disaster recovery, and cyber security.

The purpose of this plan is to:

- Define how the Court uses technology to support attorneys, parties, and the public. These services are available for case management, case filing, recordkeeping, efficient communications, and administrative functions
- Provide a list of the Court's IT functions and applications that support serving the public
- Assist the Court in more readily identifying opportunities for improved efficiency and cost savings through the use of technological solutions
- Promote the alignment of IT initiatives with the goals of the Court

### **A. Case Management**

The Court uses the following applications to manage its docket and related case records.

| <i>Application</i>                  | <i>Purpose</i>  | <i>How Users Receive Instructions</i>                     | <i>Department Responsible</i> |
|-------------------------------------|---|---|-------------------------------|
| <b>Court Master</b>                 | Case management software utilized by Court staff and Clerk of Court | Vendor training materials<br>Leadership/Internal training | Court Master staff            |
| <b>VIQ Audio Recording Software</b> | Audio recording software utilized by court staff                    | Vendor training materials<br>Leadership/Internal training | Bailiff staff                 |
| <b>Zoom/WebEx</b>                   | Video conferencing utilized by court staff and Judicial Officials   | Leadership/ Internal training                             | Bailiff staff                 |

The Euclid Municipal Court uses Court Master as its case management system. The Court's Case Management Plan outlines the case management schedule designed to ensure the timely disposition of cases. Court Master contains docketing, case-related financial information, and internal case notes. Both Court staff and the Clerk of Court's Office use this application.

The Euclid Municipal Court uses the application VIQ as its audio recording software. This recording software is used to capture all intended court proceedings to maintain and ensure accurate record retention. These recordings can be shared with court staff and are available as public record. Bailiff staff uses this application.

The Euclid Municipal Court uses Zoom and WebEx as its video conferencing software. This video conferencing software is used to conduct various court hearings to improve overall efficiency, reducing the Court's footprint. These applications are used by Bailiff staff.

## **B. Clerk of Court Functions**

The Clerk of Court uses the following applications to perform its clerk-related functions:

| <i>Application</i>  | <i>Purpose</i>   | <i>How Users Receive Instructions</i>                                | <i>Department Responsible</i> |
|---------------------|--|--|-------------------------------|
| <b>Court Master</b> | Case management utilized by Court staff and Clerk of Court | Vendor training materials<br>Leadership/Internal training            | Court Master staff            |
| <b>Court Master</b> | Online case information for the public                     | <a href="http://www.euclidmunicourt.com">www.euclidmunicourt.com</a> | Clerk staff                   |
| <b>Mapsys</b>       | Document imaging software utilized by Clerk staff          | Vendor training materials<br>Leadership/Internal training            | Clerk staff                   |
| <b>N-Court</b>      | Online payment software used by the public                 | <a href="http://www.euclidmunicourt.com">www.euclidmunicourt.com</a> | Clerk staff                   |

\*See Case Management Section above for information on Court Master case management software.

The Euclid Municipal Court provides online access to case information and court documents through an integration of Court Master and the Euclid Municipal Court website. Access to this website is available at [www.euclidmunicourt.com](http://www.euclidmunicourt.com) via the Court Docket link.

The Euclid Municipal Court uses DocWorker to scan and electronically store court records and other documents. This software integrates with Court Master to connect images to corresponding cases.

The Euclid Municipal Court uses N-Court to accept online payments of court-related fines and costs. Users are provided with instructions on how to locate their case information and the amount due on the Clerk's website. Users must agree to a terms and conditions policy before entering the online payment portal. N-Court integrates with Court Master to provide real-time updates when payments are made.

## **C. Filing**

The Court and Clerk of Court use the following applications to manage the filing of court documents:

| <i>Application</i> | <i>Purpose</i>           | <i>How Users Receive Instructions</i> | <i>Department Responsible</i> |
|--------------------|--------------------------|---------------------------------------|-------------------------------|
| Email              | Electronic Court Filings | Staff instruction or Court website    | Clerk staff                   |
| Facsimile Machine  | Electronic Court Filings | Staff instruction or Court website    | Clerk staff                   |

The Clerk of Court accepts filings electronically via email and fax.

#### **D. Fiscal**

The Court uses the following applications for fiscal management and accounting:

| <i>Application</i> | <i>Purpose</i>      | <i>How Users Receive Instructions</i> | <i>Department Responsible</i> |
|--------------------|---------------------|---------------------------------------|-------------------------------|
| VIP                | Accounting Software | Leadership/ Internal Training         | Fiscal Department             |
| EXCEL              | Spreadsheet         | Leadership/ Internal Training         | Fiscal Department             |

The Court uses VIP to perform fiscal management and accounting functions. This software is also used to create and track purchase orders and invoices submitted to the Euclid Municipal Court.

The Court also uses EXCEL software to prepare budgetary reports and miscellaneous spreadsheets.

#### **E. Hearings**

The Court uses the following applications to conduct hearings and related proceedings:

| <i>Application</i>           | <i>Purpose</i>   | <i>How Users Receive Instructions</i>                     | <i>Department Responsible</i> |
|------------------------------|--|---|-------------------------------|
| VIQ Audio Recording Software | Audio recording software utilized by court staff                           | Vendor training materials<br>Leadership/Internal training | Bailiff staff                 |
| Zoom/WebEx                   | Video conferencing software utilized by court staff and Judicial Officials | Leadership/ Internal training                             | Bailiff staff                 |

The Euclid Municipal Court uses VIQ Audio as its audio recording software inside the courtrooms. This recording software is used to capture all intended court proceedings to maintain and ensure accurate record retention. These recordings can be shared with court staff and are available as public record. Bailiff staff uses this application.

The Euclid Municipal Court uses Zoom and WebEx as its video conferencing software. This video conferencing software is used to conduct various court hearings to improve overall efficiency, reducing the Court's footprint. This application is used by Bailiff staff.

#### **F. Interfacing with Other Entities**

Euclid Municipal Court integrates with the following applications:

| <i>Application</i>                                      | <i>Purpose</i>  | <i>How Users Receive Instructions</i>                     | <i>Department Responsible</i> |
|---|---|---|-------------------------------|
| <b>Ohio Bureau of Criminal Investigation</b>            | Statutory Reporting Requirements and retrieve criminal history  | Vendor training materials<br>Leadership/Internal training | Certified Court Staff         |
| <b>LEADS</b>  | Statutory Reporting Requirements and retrieve traffic history   | Vendor training materials<br>Leadership/Internal training | Certified Court Staff         |
| <b>Microsoft Surface Tablet with Adobe Pro software</b> | To allow Judge/Magistrate to review and apply e-signatures remotely and on-site for court related documents | Internal training   | Court IT Manager              |

The Euclid Municipal Court reports statutory requirements to Ohio Bureau of Criminal Investigation. Clerk staff utilized LEADS to obtain criminal records. Judicial Officers can review, edit, and apply signatures to documents using Microsoft Surface tablets with Adobe Pro software.

#### **G. Jury Management**

Euclid Municipal Court uses the following applications to manage its jury services:

| <i>Application</i>                | <i>Purpose</i>  | <i>How Users Receive Instructions</i>                     | <i>Department Responsible</i> |
|-----------------------------------|-----------------|---|-------------------------------|
| <b>Court Master - Jury Module</b> | Jury Management | Vendor training materials<br>Leadership/Internal training | Clerk of Court                |

The Euclid Municipal Court uses the Jury Module within Court Master to manage its jury services. This application allows the Clerk of Court to access juror information through the Board of Elections.

## H. Probation

Euclid Municipal Court uses the following applications to perform probation services:

| <i>Application</i>              | <i>Purpose</i>                          | <i>How Users Receive Instructions</i>                     | <i>Department Responsible</i> |
|---------------------------------|---|---|-------------------------------|
| Court Master - Probation Module | Probation case management services      | Vendor training materials<br>Leadership/Internal training | Probation Department          |
| Zoom                            | Conducting probation status conferences | Leadership/Internal training                              | Probation Department          |

The Euclid Municipal Court uses the probation case management module of Court Master, its overall case management system. This module tracks probationer monitoring activities such as appointment check-ins, drug screening results, and provider appointments. Zoom video conferencing is utilized to offer probationers the ability to appear remotely for status hearings.

## I. Records Retention/Management

Euclid Municipal Court uses the following applications to manage and retain records:

| <i>Application</i> | <i>Purpose</i>                         | <i>How Users Receive Instructions</i> | <i>Department Responsible</i> |
|--------------------|--|---------------------------------------|-------------------------------|
| Microsoft Backups  | On-site and cloud based record storage | IT Department                         | IT Department                 |
| Mapsys             | Document imaging software              | IT Department                         | IT Department                 |

The Euclid Municipal Court uses the Datto Storage Solution to store/backup case records from CourtMaster, which includes all case information since the CMS (CourtMaster) was in place. This application maintains these files in a secure, cloud-based application as well as on-site. Records are retained and managed in accordance with the Court's record retention policy. The Court uses DocWorker to image court-related documents in conjunction with CourtMaster. This software is backed up by the Court's IT solution, DataServ on a remote server in their data center.

## J. Special Accommodations

Euclid Municipal Court uses the following applications to provide services for participants needing special accommodations:

| <i>Application</i> | <i>Purpose</i>                        | <i>How Users Receive Instructions</i> | <i>Department Responsible</i> |
|--------------------|---------------------------------------|---------------------------------------|-------------------------------|
| Language Line      | Foreign language Interpreter services | Supreme Court's website               | Clerk of Court/Bailiff Staff  |

The Euclid Municipal Court provides interpreter services to non- and limited-English proficiency court users through Language Line. Bailiff Staff is trained on using Language Line from instructions on the Supreme Court's website.

## **K. Victim Services**

The Euclid Municipal Court does not utilize any specific applications for victim services. However, the Court recognizes that victims have a right to appear and be heard, have an advocate, and seek victim services. Victims may request special accommodations in the exercise of those rights resulting in the Court utilizing one or more of the applications referenced in this plan (e.g., appearing remotely).

## **L. Website**

The Court uses the following application in the development and maintenance of its website.

| <i>Application</i> | <i>Purpose</i>                  | <i>How Users Receive Instructions</i>                     | <i>Department Responsible</i> |
|--------------------|---------------------------------|---|-------------------------------|
| Umbraco            | Website Development application | Vendor training materials<br>Leadership/Internal training | Court IT Manager              |
| Aztek              | Website host                    | Vendor training materials<br>Leadership/Internal training | Court IT Manager              |

The Euclid Municipal Court uses Umbraco to develop and update its website. There is an internal link on the website to access court records through CourtMaster. The Court's IT Manager manages these applications as well as the website host, Aztek.

## **Future Implementation Plans**

The Euclid Court is implementing an E-Filing system through our CMS vendor - Innovare.

