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.

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
Court Master	Case management software utilized by Court staff and Clerk of Court	Vendor training materials Leadership/Internal training	Court Master staff
VIQ Audio Recording Software	Audio recording software utilized by court staff	Vendor training materials Leadership/Internal training	Bailiff staff
Zoom/WebEx	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:

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
Court Master	Case management utilized by Court staff and Clerk of Court	Vendor training materials Leadership/Internal training	Court Master staff
Court Master	Online case information for the public	www.euclidmunicourt.com	Clerk staff
Mapsys	Document imaging software utilized by Clerk staff	Vendor training materials Leadership/Internal training	Clerk staff
N-Court	Online payment software used by the public	www.euclidmunicourt.com	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 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:

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
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:

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
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:

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
VIQ Audio Recording Software	Audio recording software utilized by court staff	Vendor training materials 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:

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
Ohio Bureau of Criminal Investigation	Statutory Reporting Requirements and retrieve criminal history	Vendor training materials Leadership/Internal training	Certified Court Staff
LEADS	Statutory Reporting Requirements and retrieve traffic history	Vendor training materials Leadership/Internal training	Certified Court Staff
Microsoft Surface Tablet with Adobe Pro software	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:

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
Court Master - Jury Module	Jury Management	Vendor training materials 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:

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
Court Master - Probation Module	Probation case management services	Vendor training materials 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:

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
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 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:

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
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.

Application	*Purpose*	*How Users Receive Instructions*	*Department Responsible*
Umbraco	Website Development application	Vendor training materials Leadership/Internal training	Court IT Manager
Aztek	Website host	Vendor training materials 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.