

## 12<sup>TH</sup> DISTRICT COURT OF APPEALS TECHNOLOGY PLAN

This Technology Plan, prepared as required by Sup.R. 5, provides an overview of the 12<sup>th</sup> District Court of Appeals' utilization of technology in the delivery of court services and maintenance of judicial operations. The applications outlined in this plan include both public-facing technologies serving litigants, attorneys, members of the public and other justice system stakeholders, as well as internal technology systems utilized by judicial officers and court staff.

The purpose of this plan is to:

- Define how the court uses technology to support its requirements for case management, case filing, recordkeeping, efficient communications, and administrative functions.
- Provide a comprehensive list of the court's IT environments.
- Assist the court in more readily identifying opportunities for improved efficiency and cost savings through the use of technological solutions; and
- Promote the alignment of IT initiatives with goals of the court.

### A. Case Management

The court uses the following application to manage their docket and related case records (e.g., case management software, digital notification applications, party check-in software, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
C-Track	Caseflow management	Training by vendor	Ohio Supreme Court/Court Administration

### B. Dispute Resolution

The court uses the following applications to conduct dispute resolution proceedings (e.g., online dispute resolution, online mediation, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Outlook	Communication with parties	Email	Court Administration
Zoom	Communication with parties	Email	Mediation/ Court Administration

**C. Filing**

The court uses the following application to manage the filing of court documents (e.g., electronic filing, electronic signatures, electronic payment, etc.):

<b>Application</b>	<b>Purpose</b>	<b>How Users Receive Instructions</b>	<b>Dept/Role Responsible</b>
<b>C-Track</b>	<b>Filing/Electronic signature</b>	<b>Training by vendor</b>	<b>Court Administration</b>

**D. Fiscal**

The court uses the following applications for financial management and accounting:

<b>Application</b>	<b>Purpose</b>	<b>How Users Receive Instructions</b>	<b>Dept/Role Responsible</b>
<b>Minute Traq</b>	<b>Resolutions</b>	<b>Online</b>	<b>County Commissioners</b>
<b>OHid.Ohio.gov</b>	<b>Payroll</b>	<b>Online</b>	<b>Ohio Supreme Court</b>

**E. Hearings**

The court uses the following applications to conduct hearings and related proceedings (e.g., remote hearings, digital recording software, judicial dashboard/e-bench, etc.):

<b>Application</b>	<b>Purpose</b>	<b>How Users Receive Instructions</b>	<b>Dept/Role Responsible</b>
<b>Zoom</b>	<b>Remote hearings</b>	<b>Web/Email from Court</b>	<b>Court Administration</b>
<b>YouTube</b>	<b>Live stream hearings</b>	<b>Web</b>	<b>Court Administration</b>

**F. Public Access**

The court uses the following applications to provide access to the public (e.g., live streaming of hearings, online docket access, online calendar, etc.):

<b>Application</b>	<b>Purpose</b>	<b>How Users Receive Instructions</b>	<b>Dept/Role Responsible</b>
<b>Web Page</b>	<b>Information</b>	<b>Public Web Page</b>	<b>Court Administration</b>
<b>YouTube</b>	<b>Live stream hearings</b>	<b>Web</b>	<b>Court Administration</b>
<b>Telephonic Interpretation</b>	<b>Interpreter services</b>	<b>Telephone/Live</b>	<b>Court Administration</b>

**G. Special Accommodations**

The court uses the following applications to provide services for participants needing special accommodations (e.g., Language Line, virtual remote interpreting, assistive hearing):

<b>Application</b>	<b>Purpose</b>	<b>How Users Receive Instructions</b>	<b>Dept/Role Responsible</b>
<b>Zoom</b>	<b>Remote hearings</b>	<b>Email</b>	<b>Court Administration</b>
<b>Telephonic Interpretation</b>	<b>Interpreter services</b>	<b>Telephone/Live</b>	<b>Court Administration</b>

**H. Website**

The court uses the following application in the development and maintenance of its website:

<b>Application</b>	<b>Purpose</b>	<b>How Users Receive Instructions</b>	<b>Dept/Role Responsible</b>
<b>Amazon CloudFront (CDN)</b>	<b>Website design and maintenance</b>	<b>Internal only/training</b>	<b>Court Administration</b>