Technology and the Courts
2002 Survey
The 2002 Survey on Technology and the Courts captures the continuous changing nature of technology in the judiciary. The survey results demonstrate that an increasing number of courts are using improved technology as a tool for the efficient administration of justice by judges, clerks and court personnel.

The scope of this biennial survey was broadened in 2002 to include data on court use of the Internet to display information and provide services, technology staffing needs, strategic technology planning and networking. For the first time the survey includes data from past surveys to provide insight into technology trends and innovations.

The 2002 Survey on Technology and the Courts reflects the accomplishments and innovative technology solutions implemented by courts in Ohio. This marks the 13th year that Ohio courts were asked to report on their technological status. Since 1996, we have been able to achieve 100 percent participation. Judges and court personnel are to be commended for their dedication to completing the survey. This report is a testament to their efforts and dedication to providing justice for all Ohioans.

Sincerely,

[Signature]

Chief Justice Thomas J. Moyer
Supreme Court of Ohio
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INTRODUCTION

In 1993, Chief Justice Thomas J. Moyer created a program of direct technical assistance to trial and appellate courts in Ohio. The Supreme Court of Ohio Technology Resources Section has since provided more than 200 courts with a variety of services in support of their technology initiatives. Recognizing the need, the Supreme Court created a policy and planning area in 2000 to address technology issues at a system-wide level. Also in 2000, Chief Justice Moyer formed the Advisory Committee on Technology & the Courts, a 23-member panel comprised of representatives from a wide range of experience including the courts, the bar, law enforcement and technology to assess the technology needs of Ohio courts and to develop standards that could make all court computer systems compatible. To aid in these efforts, a survey to gather information about the technology deployed in the state is sent to Ohio trial and appellate courts every two years. Mayor’s courts are not included in the survey.

The 2002 survey marks the 13th year that the Technology Resources Section of the Supreme Court of Ohio first asked Ohio courts to report on their technological status. In the intervening years, Ohio courts, and the survey, have undergone many changes. The first survey was short, and asked only basic questions about the technology available at the time. In 1989, only 230 of 362 courts participated and submitted responses. Beginning in 1996, a 100 percent participation rate was achieved, and has been maintained in the three subsequent surveys.

Over the course of the past several years, the judiciary, like other areas of the public and private sectors, has participated in the development and implementation of new technologies that have affected every aspect of the judicial process. Judges now use computers and related equipment as their primary means of communication, case management, legal research, document creation and filing. As caseloads continue to grow, it is critical that work required for adjudication be conducted in the most effective way possible.

From the initiation of a case to its conclusion, technological advances improve many processes of the legal system. For instance, improvements in case management software reduce the need for paper record storage and heighten accuracy in reporting. Filings that used to require a trip to the courthouse can now be accepted electronically. New technologies further streamline the process by allowing documents filed electronically to be entered into case management systems automatically, saving time and resources. Paying fees and fines over the Internet also makes collection easier.
Today many judges and their staffs are so comfortable with technology that they demand technology in their chambers, offices, and courtrooms. The creation of high-tech courtrooms allows for the presentation of evidence electronically and video arraignments. In addition, judges and attorneys can instantly access updated case information via wireless courtroom networks that provide real-time access to information. When a case is decided, opinions and case details posted to the Internet migrate to a centralized information warehouse to enhance public access and interagency information sharing.

While technology has not changed the mission of the judicial system, it has provided courts with new tools to carry out that mission in a more effective and open manner.

The Supreme Court of Ohio 2002 Survey on Technology and the Courts provides a snapshot of the status of court technology in Ohio during 2002. In the two years that have elapsed since then, great advances have been made in such areas as electronic reporting to justice partner agencies, use of bar coding to track records and use of the Internet by court employees. Currently, 99 percent of the courts in Ohio have an automated case management system and 40 percent now have Web sites. Plans are currently underway to design a network to connect all courts in Ohio to allow for information sharing between the courts and with our justice system partners.

**Composition of Ohio Courts in 2002**

<table>
<thead>
<tr>
<th>Court Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supreme Court of Ohio</td>
<td>1</td>
</tr>
<tr>
<td>Courts of Appeals</td>
<td>12</td>
</tr>
<tr>
<td>Court of Claims</td>
<td>1</td>
</tr>
<tr>
<td>Common Pleas Courts: General Division (CP1)</td>
<td>26</td>
</tr>
<tr>
<td>Common Pleas Courts: General Division and Domestic Relations (CP2)</td>
<td>55</td>
</tr>
<tr>
<td>Common Pleas Courts: General Division, Domestic Relations, Probate and Juvenile (CP4)</td>
<td>7</td>
</tr>
<tr>
<td>Common Pleas Courts: Domestic Relations (DR1)</td>
<td>17</td>
</tr>
<tr>
<td>Common Pleas Courts: Domestic Relations and Juvenile (DR2)</td>
<td>8</td>
</tr>
<tr>
<td>Common Pleas Courts: Probate (P1)</td>
<td>16</td>
</tr>
<tr>
<td>Common Pleas Courts: Probate and Juvenile (P2)</td>
<td>64</td>
</tr>
<tr>
<td>Common Pleas Courts: Probate, Juvenile and Domestic Relations (P3)</td>
<td>1</td>
</tr>
<tr>
<td>Common Pleas Courts: Juvenile (J1)</td>
<td>9</td>
</tr>
<tr>
<td>Municipal Courts (MC)</td>
<td>119</td>
</tr>
<tr>
<td>County Courts (CC)</td>
<td>44</td>
</tr>
<tr>
<td>Environmental Courts</td>
<td>1</td>
</tr>
<tr>
<td>Housing Courts</td>
<td>2</td>
</tr>
<tr>
<td>Trial and Appellate Courts in Ohio</td>
<td>383</td>
</tr>
<tr>
<td>Mayors Courts</td>
<td>428</td>
</tr>
</tbody>
</table>

Statistics for the 2002 survey are based on the 381 responses received from 369 trial level courts and the 12 appellate courts.
SECTION 1
COURT AUTOMATION AND CASE MANAGEMENT

Automated case management systems provide courts the ability to manage information electronically using general office and specialty case management software.

Section 1.0
Extent of Court Automation

By 2002, 99 percent of the courts in Ohio were automated. Of the four courts that are not, three are probate juvenile courts and one is an appellate court. These courts are not automated due to lack of sufficient funds and of technology purchasing expertise.

Comparing the results obtained in 2002 with those from previous surveys, levels of automation have continued to increase, thus narrowing the digital divide across the state. Most notable is the sharp increase in automation between 1992 and 1996. In 1993, the Ohio General Assembly passed HB 405 and SB 246, which allowed courts to collect filing fees for automation. Courts were enabled to accrue the needed funds to implement and maintain case management systems. The $10 and $3 computerization fees are the cornerstone of the technology movement for Ohio courts. It is expected that Ohio will be 100 percent automated by 2004.

FIG 1.0 The history of automation in Ohio courts
Section 1.1
Quantities of equipment

Courts were asked to report the number of computers (12,376), terminals (2,238), servers (813), and printers (6,224) they use. The numbers provide a snapshot of the amount of hardware currently in the environment.

Section 1.2
Number of people who use computers

Courts reported that 14,210 court staff statewide routinely computers. Additionally, statewide courts experience 192,212 public access users per week. This number includes courthouse and court Web site visitors.

Section 1.3
Status of case management systems

Once case management systems are implemented it is important to keep the technology current.

In 2002 courts were asked to report when systems were last upgraded. In response, 270 courts, or 71 percent, responded that their systems were upgraded recently and 56 courts, or 15 percent, reported that their systems have not been upgraded since the initial installation. Additionally, 27 courts, or 7 percent, reported that they did not know when their system was last upgraded.

FIG 1.3 Status of case management upgrades
Section 1.4
Satisfaction with case management software

Case management systems used by Ohio courts are mostly vendor-created solutions. Courts were asked to evaluate case management solutions used by their court. In general, most courts are satisfied or very satisfied with their case management systems.

<table>
<thead>
<tr>
<th></th>
<th>General Division</th>
<th>Domestic Relations Division</th>
<th>Probate Division</th>
<th>Juvenile Division</th>
<th>Municipal / County Courts</th>
<th>Courts of Appeals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not satisfied</td>
<td>6</td>
<td>7</td>
<td>3</td>
<td>6</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>20</td>
<td>17</td>
<td>10</td>
<td>14</td>
<td>25</td>
<td>1</td>
</tr>
<tr>
<td>Satisfied</td>
<td>37</td>
<td>38</td>
<td>37</td>
<td>40</td>
<td>55</td>
<td>3</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>21</td>
<td>20</td>
<td>31</td>
<td>23</td>
<td>71</td>
<td>7</td>
</tr>
</tbody>
</table>

Section 1.5
Satisfaction with case management software vendor support

Courts rely on vendors for maintenance and support of case management systems. Courts were asked to evaluate the level of support received from vendors. Most courts reported that they were satisfied or very satisfied with support from the vendor for the software product used by their court.

<table>
<thead>
<tr>
<th></th>
<th>General Division</th>
<th>Domestic Relations Division</th>
<th>Probate Division</th>
<th>Juvenile Division</th>
<th>Municipal / County Courts</th>
<th>Courts of Appeals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not satisfied</td>
<td>2</td>
<td>5</td>
<td>4</td>
<td>7</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>21</td>
<td>17</td>
<td>15</td>
<td>17</td>
<td>25</td>
<td>0</td>
</tr>
<tr>
<td>Satisfied</td>
<td>31</td>
<td>35</td>
<td>32</td>
<td>34</td>
<td>58</td>
<td>6</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>26</td>
<td>23</td>
<td>28</td>
<td>24</td>
<td>70</td>
<td>5</td>
</tr>
</tbody>
</table>
SECTION 2
REPORTING TO AGENCIES

Courts are required to report information to partner agencies such as the Child Support Enforcement Agency, Bureau of Criminal Identification & Investigation, Bureau of Motor Vehicles, Ohio Department of Health Vital Statistics, and the Supreme Court of Ohio. Case management systems offer options to assist courts in the preparation of such reports.

Section 2.0
Case management report preparation

Courts were asked to report the methods by which their case management systems prepare and provide information to other agencies.

<table>
<thead>
<tr>
<th></th>
<th>Direct viewing in case management system</th>
<th>Case management system prepares paper reports / forms</th>
<th>Transfer data via diskette</th>
<th>Transfer data via Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bureau of Criminal Identification &amp; Investigation</td>
<td>27</td>
<td>117</td>
<td>94</td>
<td>23</td>
</tr>
<tr>
<td>Bureau of Motor Vehicles</td>
<td>24</td>
<td>98</td>
<td>198</td>
<td>22</td>
</tr>
<tr>
<td>Child Support Enforcement Agency</td>
<td>67</td>
<td>98</td>
<td>4</td>
<td>39</td>
</tr>
<tr>
<td>Ohio Department of Health Vital Statistics</td>
<td>20</td>
<td>101</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>
Section 2.1
Reporting trends - Bureau of Criminal Identification & Investigation

The number of courts using case management systems to directly view the data required for reporting to the Bureau of Criminal Identification & Investigation has increased since 2000. Additionally, more courts are using case management systems to produce reports on paper, via diskette, and via the Internet. The use of case management systems to produce reports on paper is most widely used. However, an increasing number of courts are submitting reports via diskette.

FIG 2.1 BCI&I reporting trends

Section 2.2
Reporting trends - Bureau of Motor Vehicles

The number of courts using case management systems to directly view the data required for reporting to the Bureau of Motor Vehicles has increased since 2000. Additionally, more courts are using case management systems to prepare and produce reports on paper, send submissions via diskette and via the Internet. The majority of courts submit reports on paper or via diskette.

FIG 2.2 BMV Reporting Trends
Section 2.3
Reporting trends - Child Support Enforcement Agency

In 2002, more courts were using case management systems to directly view data for reports required by the Child Support Enforcement Agency. More courts are using case management systems to prepare and produce reports on paper. A small number of courts reported that their case management systems transfer data via diskette or the Internet.

![FIG 2.3 CSEA Reporting Methods](image)

Section 2.4
Reporting trends to Ohio Department of Health

Vital statistics reports for to the Department of Health are prepared by most case management systems as printed paper reports. Currently no courts are submitting these reports electronically.

![FIG 2.4 DOH Reporting Methods](image)
Section 2.5
Reporting to the Supreme Court of Ohio

Superintendence Rule 37 requires courts to report case load statistics to the Supreme Court of Ohio. Presently these reports are accepted via facsimile or mail. While some case management systems have the ability to generate these reports and forms for submission, courts must print the forms and submit them via mail or fax. Many courts have expressed an interest in submitting these reports to the Supreme Court of Ohio electronically. Research is underway to determine the feasibility of these new electronic methods. Future initiatives will take advantage of emerging technologies to improve the efficiency and accuracy of reporting.
SECTION 3
SOFTWARE IN THE COURTS

Courts use a variety of software products to complete daily operations. From database solutions to jury management tools, these products meet the business needs of courts. While this survey polled courts about the use of various products available on the market, the results are not to be interpreted as an endorsement for any specific product.

Section 3.0
Database products

Databases are used by courts for maintenance of records on cases, personnel and other court management items. Database products typically are part of the case management system.

<table>
<thead>
<tr>
<th>Product</th>
<th>Number of courts reported in 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Pro</td>
<td>113</td>
</tr>
<tr>
<td>Microsoft SQL</td>
<td>107</td>
</tr>
<tr>
<td>Oracle</td>
<td>37</td>
</tr>
<tr>
<td>Progress</td>
<td>15</td>
</tr>
<tr>
<td>Other</td>
<td>111</td>
</tr>
</tbody>
</table>

Section 3.1
Office suite products

Office suite products are important tools that serve many functions from word processing to tracking of financial transactions. Courts reported on the use of a variety of products.

<table>
<thead>
<tr>
<th>Product</th>
<th>Number of courts reported in 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>MicrosoftOffice/Word</td>
<td>222</td>
</tr>
<tr>
<td>Corel/WordPerfect</td>
<td>207</td>
</tr>
<tr>
<td>Microsoft Works</td>
<td>41</td>
</tr>
<tr>
<td>Lotus</td>
<td>23</td>
</tr>
<tr>
<td>Claris Works (Macintosh)</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>20</td>
</tr>
<tr>
<td>None</td>
<td>12</td>
</tr>
</tbody>
</table>

Section 3.2
Antivirus products

Antivirus software is critical for maintaining the integrity of computer systems. Today computer viruses are easily transmitted. Despite the many highly publicized viruses that have recently circulated, there are still courts that have no antivirus software.

<table>
<thead>
<tr>
<th>Product</th>
<th>Number of courts reported in 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Norton</td>
<td>195</td>
</tr>
<tr>
<td>McAfee</td>
<td>21</td>
</tr>
<tr>
<td>Trend</td>
<td>13</td>
</tr>
<tr>
<td>Other</td>
<td>45</td>
</tr>
<tr>
<td>None</td>
<td>34</td>
</tr>
</tbody>
</table>
Section 3.3
Reporting products

Most courts were unsure of the type of reporting software products they used. Many noted that reporting capability was available as part of their case management software packages.

<table>
<thead>
<tr>
<th>Product</th>
<th>Number of courts reported in 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crystal Reports</td>
<td>84</td>
</tr>
<tr>
<td>Other</td>
<td>187</td>
</tr>
<tr>
<td>None</td>
<td>98</td>
</tr>
</tbody>
</table>

Section 3.4
Jury management technology

Jury commissions and clerks of courts are requiring automated processes to support the management of jury selection, maintenance, and related reporting requirements. Jury management software lets courts integrate various aspects of jury management, such as printing qualification questionnaires, printing summonses, and tracking of juror pools. Of the 127 courts that use jury management software, 88 or 69 percent, are satisfied with their current vendor.

Section 3.5
Judicial scheduling technology

Judicial scheduling software offers an integrated approach to tracking, updating and preparing court calendars. Of the 148 courts that use judicial scheduling software, 109 or 73.65 percent, are satisfied with their current vendor.

Section 3.6
Network operating system products

Computers require an operating system to function. An operating system, often referred to as “OS,” is software that manages programs in the computer. Operations such as running multiple software programs at the same time, managing output to printers, and distribution of internal memory are tasks performed by the operating system.

<table>
<thead>
<tr>
<th>Product</th>
<th>Number of Courts Reported in 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unix</td>
<td>158</td>
</tr>
<tr>
<td>Microsoft NT</td>
<td>136</td>
</tr>
<tr>
<td>Novell</td>
<td>51</td>
</tr>
<tr>
<td>VMS</td>
<td>42</td>
</tr>
<tr>
<td>AIX</td>
<td>31</td>
</tr>
<tr>
<td>Linux</td>
<td>11</td>
</tr>
<tr>
<td>Other</td>
<td>47</td>
</tr>
<tr>
<td>Unknown</td>
<td>34</td>
</tr>
</tbody>
</table>
Courts usually use more than one computer for business operations. A network, or physical link among multiple computers, facilitates communication and data sharing among computers.

Courts reported on the use of a variety of network and operating system products.
SECTION 4
TECHNOLOGIES TO IMPROVE COURT OPERATIONS

Courts are continuously seeking out new technology solutions for all users of court information to enhance efficiency and the delivery of services. More and more courts are using technology every day. From the initiation of a case until its conclusion, no aspect of the legal system has been unaffected by technology.

Section 4.0
Summary of technologies implemented to improve court operations

The 2002 Supreme Court of Ohio Court technology survey requested courts to report on a wide variety of current types of technology solutions.

<table>
<thead>
<tr>
<th>Technology</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio tape court report</td>
<td>183</td>
<td>48</td>
</tr>
<tr>
<td>Bar coding certified mail</td>
<td>97</td>
<td>25</td>
</tr>
<tr>
<td>Credit card payments</td>
<td>114</td>
<td>30</td>
</tr>
<tr>
<td>Digital audio court report</td>
<td>69</td>
<td>18</td>
</tr>
<tr>
<td>Digital document management system not with case management system</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>Digital document management system with case management system</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Digital video court report</td>
<td>17</td>
<td>4</td>
</tr>
<tr>
<td>Document imaging not with case management system</td>
<td>29</td>
<td>8</td>
</tr>
<tr>
<td>Document imaging with case management system</td>
<td>59</td>
<td>15</td>
</tr>
<tr>
<td>Electronic filing of documents</td>
<td>21</td>
<td>6</td>
</tr>
<tr>
<td>Electronic payment of fees</td>
<td>19</td>
<td>5</td>
</tr>
<tr>
<td>Electronic receipt of traffic tickets</td>
<td>19</td>
<td>5</td>
</tr>
<tr>
<td>Electronic signatures from court</td>
<td>13</td>
<td>3</td>
</tr>
<tr>
<td>Electronic signatures received by court</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>Employee access to Internet</td>
<td>250</td>
<td>66</td>
</tr>
<tr>
<td>Employee e-mail</td>
<td>253</td>
<td>66</td>
</tr>
<tr>
<td>Fax filing</td>
<td>188</td>
<td>49</td>
</tr>
<tr>
<td>In-court laptop access</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Integrated multimedia courtroom</td>
<td>16</td>
<td>4</td>
</tr>
<tr>
<td>Internet access by criminal justice partners to case documents</td>
<td>14</td>
<td>4</td>
</tr>
<tr>
<td>Technology</td>
<td>Number of courts reported in 2002</td>
<td>Percent of Ohio courts</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Internet access by criminal justice partners to case records</td>
<td>52</td>
<td>14</td>
</tr>
<tr>
<td>Internet public access to case documents</td>
<td>35</td>
<td>9</td>
</tr>
<tr>
<td>Internet public access to court decisions/opinions</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>LAN access by criminal justice partners to case records</td>
<td>82</td>
<td>22</td>
</tr>
<tr>
<td>LAN criminal justice partners access to case docs</td>
<td>37</td>
<td>10</td>
</tr>
<tr>
<td>LAN Public access to case documents</td>
<td>73</td>
<td>19</td>
</tr>
<tr>
<td>LAN Public access to case records</td>
<td>168</td>
<td>44</td>
</tr>
<tr>
<td>Real time court report</td>
<td>53</td>
<td>14</td>
</tr>
<tr>
<td>Regional temporary protection order registry</td>
<td>42</td>
<td>11</td>
</tr>
<tr>
<td>Video arraignment with local detention facilities</td>
<td>99</td>
<td>26</td>
</tr>
<tr>
<td>Video conferencing</td>
<td>20</td>
<td>5</td>
</tr>
<tr>
<td>Video hearings with local detention centers</td>
<td>31</td>
<td>8</td>
</tr>
<tr>
<td>Video tape court report</td>
<td>52</td>
<td>14</td>
</tr>
<tr>
<td>Voice command transcription</td>
<td>13</td>
<td>3</td>
</tr>
<tr>
<td>Web site with general Information</td>
<td>148</td>
<td>39</td>
</tr>
</tbody>
</table>

Section 4.1
Trends - Audio tape court reporting

Audio tape court reporting was an emerging technology in the 1990s, reaching peak use in 1998. Since the 1998 survey, the number of courts using audio tape court reporting has decreased. Courts today are moving toward digital recording methods.

In 1993, the Ohio General Assembly passed a bill that allows courts to collect filing fees for automation.

FIG 4.1 Audio tape court reporting
Section 4.2
Trends - Video court reporting

Video court reporting continues to be of interest to courts. The number of courts implementing it has continued to grow over the last 13 years.

FIG 4.2 Video tape court reporting

Section 4.3
Trends – Bar coding

After a small decrease from 1998 to 2000, the use of bar-coding technologies has increased dramatically. Courts use bar coding for tracking case files and certified mail.

FIG 4.3 Bar coding
Section 4.4
Trends – Real-time court reporting

The number of courts using real-time court reporting in the late 90s remained consistent, with a small drop reported in 2000. In the 2002 survey, the number of courts that reported using real-time court reporting was more that twice the level reported in 2000.

Section 4.5
Trends – Document imaging

Imaging technology has become of more and more interest to courts as the need for storage space increases and the number of filings continues to grow. The number of courts using imaging technology has continued to increase over the last six years.
The 2002 survey asked courts to distinguish between document imaging systems that are integrated with the court case management system and those that are not. The results showed that 29 courts have document imaging systems that are not integrated with the court case management system, while 59 courts have document imaging systems that are integrated with the court case management system.

Section 4.6
Trends - Courts offering employee e-mail

As more and more communication is taking place electronically, courts are recognizing the importance of e-mail as an effective and necessary communication tool. The number of courts offering e-mail access to their employees has continued to steadily increase. Currently, 66 percent of courts offer some type of e-mail access to employees, which is more than three times the number of courts offering employee access to e-mail in 1998.
Section 4.7  
Trends - Courts with Web sites

Since 1998, the number of courts with Web sites has dramatically increased. In fact, the number of courts offering Web sites in 2002 is more than five times greater than in 1998. Courts are recognizing that a Web presence is an important source of information and services for their constituents. Courts have begun to expand the information and services they offer. (See Section 6 for more detailed information on the extent of Internet access and Web-based services.)

![FIG 4.7 Courts with Web sites](image-url)

Section 4.8  
Trends - Fax filing

While fax filing is not a new technology, the 2002 survey found that the number of courts that accept filings by fax has increased since 1998.

![FIG 4.8 Fax filing](image-url)
Section 4.9
Trends - Video arraignments

Another technology that is gaining in popularity is video arraignment. Courts have continued to express interest in implementing such systems as a way to cut costs and expedite the arraignment process. After a small decline in 1998, the number of courts using video arraignment technology has continued to grow.

In 2002, 99 courts reported conducting video arraignments with local detention facilities.

![FIG 4.9 Video arraignments](image)

Section 4.10
Trends - Voice transcription technology

The number of courts using voice transcription technologies has remained unchanged since the 2000 survey. This indicates that courts are focusing technology expenditures in other areas.

![FIG 4.10 Voice transcription](image)
Section 4.11
Trends in multimedia-equipped courtrooms

The implementation of multimedia presentation equipment in courtrooms has not changed much in the last two years. However, more and more practitioners are becoming interested in using slide presentations, digital photography, and video re-enactments during trials. It is expected that as the demand from practitioners for this type of technology increases, the number of multimedia-equipped courtrooms will increase.

FIG 4.11 Multimedia-equipped courtrooms
SECTION 5
INFORMATION TECHNOLOGY MAINTENANCE AND SUPPORT

Technology requires ongoing maintenance and support. It is important to have resources available to stay current on technology, fix problems as they arise, and plan for routine maintenance to ensure that systems function properly. As the functionality of these systems increases, so will the need for support.

Section 5.0
Information technology maintenance and support methods

Courts were asked to report the methods of information technology maintenance and support they used. Often, courts receive support from more than one source. While it may be ideal for a court to have a dedicated system administrator, many courts have not taken the initiative to add information technology personnel to the staff.

<table>
<thead>
<tr>
<th>Method</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Court employee with information technology skills</td>
<td>115</td>
<td>30</td>
</tr>
<tr>
<td>Full-time local government information technology staff</td>
<td>115</td>
<td>30</td>
</tr>
<tr>
<td>Full-time system administrator (court employee)</td>
<td>104</td>
<td>27</td>
</tr>
<tr>
<td>Local non-paid consultants</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Local paid consultants</td>
<td>52</td>
<td>14</td>
</tr>
<tr>
<td>Non paid person</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>Part-time local government information technology staff</td>
<td>24</td>
<td>6</td>
</tr>
<tr>
<td>Part-time system administrator (court employee)</td>
<td>38</td>
<td>10</td>
</tr>
<tr>
<td>Support contract with local vendor</td>
<td>125</td>
<td>33</td>
</tr>
<tr>
<td>Support contract with case management system vendor</td>
<td>198</td>
<td>52</td>
</tr>
<tr>
<td>Support from local vendor as needed</td>
<td>65</td>
<td>17</td>
</tr>
<tr>
<td>Supreme Court of Ohio Technology Resources staff</td>
<td>60</td>
<td>16</td>
</tr>
<tr>
<td>No information technology support</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>
Section 5.1
Trends - Information technology Support Methods

Since 1998 the number of courts with full-time system administrators has increased significantly. In 2002, almost twice as many courts reported having a full-time system administrator as compared with the 1998 figures. This reflects that information technology maintenance and support has become increasingly important to courts.

FIG 5.1 Maintenance and support
SECTION 6
INTERNET ACCESS AND WEB-BASED SERVICES

From increased access to legal research to electronic filing, Internet access has become an important communication tool for courts. Courts now have enhanced means to deliver information to their constituents and integrated justice partners. Today, 37 percent of Ohio courts have Web sites that make available such services as electronic payment of fees, access to the court docket and electronic filing.

Section 6.0
Courts with access to the Internet

In 2002, 315 or 83 percent, Ohio courts reported having access to the Internet.

Section 6.1
Trends - Internet access

The number of courts with access to the Internet today is more than eight times the number of courts that did in 1996. Part the explanation for such a sharp increase could be the increased availability of Internet service providers.
Section 6.2
Extent of access

The extent of court employees with access to the Internet at their workplace varies by court. Some courts have local policies giving access for all employees, while others restrict use to designated employees.

<table>
<thead>
<tr>
<th>Employees with Internet access</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts with Internet access</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>115</td>
<td>37</td>
</tr>
<tr>
<td>Designated</td>
<td>194</td>
<td>62</td>
</tr>
<tr>
<td>None</td>
<td>1</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

Section 6.3
Method used to connect to the Internet

A high-speed, reliable connection to the Internet is necessary for courts to take full advantage of emerging technologies in information sharing and data warehousing. However, most courts currently lack this level of access.

Courts were asked to report all methods used by their offices to connect to the Internet. Some courts reported that more than one method is currently being used. This can be attributed to the fact that some court divisions are housed in separate locations and may use different systems.

<table>
<thead>
<tr>
<th>Method of access to the Internet</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts with Internet access</th>
</tr>
</thead>
<tbody>
<tr>
<td>T1</td>
<td>106</td>
<td>34</td>
</tr>
<tr>
<td>DSL</td>
<td>44</td>
<td>14</td>
</tr>
<tr>
<td>Wireless</td>
<td>20</td>
<td>6</td>
</tr>
<tr>
<td>ISDN</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Cable Modem</td>
<td>51</td>
<td>16</td>
</tr>
<tr>
<td>Dial up</td>
<td>77</td>
<td>24</td>
</tr>
<tr>
<td>Other</td>
<td>27</td>
<td>14</td>
</tr>
</tbody>
</table>

Section 6.4
Courts with wide area networks

A wide area network (WAN) covers a broader area than a local area network, and is important for information sharing within courts, county agencies, and criminal justice partners. In 2002, 105 or 28 percent, of Ohio courts reported having WANs.
Section 6.5
Courts offering services on the Internet

Studies indicate that obtaining government information and services ranks among the most popular Internet uses in America. While courts in Ohio are beginning to have a presence online – 141 or 37 percent offering some online services – this is an area where there is great potential for growth.

Section 6.6
Types of services offered on the Internet

Constituents turn to court Web sites for information. In addition to general information about the court, such as location, driving directions, and hours of operations, courts are beginning to offer other online services such as access to the court docket and electronic payment of fees. Of the courts currently offering services, 10 did not respond to this question.

<table>
<thead>
<tr>
<th>Service offered</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts with Internet access</th>
</tr>
</thead>
<tbody>
<tr>
<td>General information</td>
<td>31</td>
<td>22</td>
</tr>
<tr>
<td>Profiles of Officials</td>
<td>23</td>
<td>16</td>
</tr>
<tr>
<td>Local Rules</td>
<td>23</td>
<td>16</td>
</tr>
<tr>
<td>Dockets</td>
<td>20</td>
<td>14</td>
</tr>
<tr>
<td>Forms</td>
<td>18</td>
<td>13</td>
</tr>
<tr>
<td>Publications</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Electronic Filing</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Opinion Searches</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Payment of Fees</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

Section 6.7
Methods for tracking impact of services on the Internet

The vast majority of courts offering online services employ no means of tracking their use. This makes it difficult for courts to accurately measure the level of public interest in online services. Greater use of tracking technologies would assist in demonstrating the extent to which Internet services affect court service levels for constituents and would help courts to more efficiently target their online operations.

<table>
<thead>
<tr>
<th>Tracking method</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts offering services on the Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cookie analysis</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Log in and password tracking</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Surveys</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>User feedback</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>No tracking</td>
<td>79</td>
<td>56</td>
</tr>
</tbody>
</table>
Section 6.8
Extent of Internet transactions

The relatively small number of courts offering online services means that few transactions can be completely processed over the Internet. As more courts go online, a dramatic increase in the number of transactions is expected.

Section 6.9
Impact of services offered on the Internet on use of court services

Despite the fact that some courts are not currently tracking the use of online services, courts reported that the availability of these services has had some impact on daily operations. Of the courts currently offering services, 62 did not respond to this question.

With information readily available online 24 hours a day, constituents now have the ability to obtain information outside regular business hours. Thirty-three courts reported that the introduction of services on the Internet changed the level of use of court services outside of normal hours of operation. Of the courts currently offering services on Internet, 66 indicated that they are not currently measuring activity after normal hours of operation.
SECTION 7
DOCUMENT MANAGEMENT AND FILINGS

Section 7.0
Consolidation of case record information

Technology has increased the ability of courts to maintain and consolidate records on the same individual. Prior to the use of case management systems, this process was manual. Case management systems currently have the ability to electronically match up this information. Several courts reported that multiple methods were used.

<table>
<thead>
<tr>
<th>Information consolidation method</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manual</td>
<td>116</td>
<td>30</td>
</tr>
<tr>
<td>Enterprise database</td>
<td>96</td>
<td>25</td>
</tr>
<tr>
<td>Electronic matching by case management system</td>
<td>173</td>
<td>45</td>
</tr>
</tbody>
</table>

Section 7.1
Storage of case files

Electronic records require less physical storage space than paper and offer efficient data retrieval. However, nearly all courts in Ohio maintain records on paper. A small number reported using both paper and electronic storage systems.

<table>
<thead>
<tr>
<th>Storage method</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper</td>
<td>370</td>
<td>97</td>
</tr>
<tr>
<td>Imaging solution stored electronically in case management system</td>
<td>32</td>
<td>8</td>
</tr>
<tr>
<td>Imaging solution stored electronically in document management system</td>
<td>12</td>
<td>3</td>
</tr>
</tbody>
</table>

Section 7.2
Methods for submitting filings

Traditionally, cased filings have been submitted on paper. Over the past 10 years, courts have started to explore the use of other technologies to expedite the submission process. The adoption of the Uniform Electronic Transactions Act (Ohio Revised Code 1306) in 2000 and revisions to the rules of court in 2001 empowered Ohio courts to accept digital signatures and filings via electronic means.

<table>
<thead>
<tr>
<th>Method used to submit the majority of filings</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper in clerks office</td>
<td>375</td>
<td>98</td>
</tr>
<tr>
<td>Electronic filing third party software</td>
<td>1</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Fax filing</td>
<td>38</td>
<td>10</td>
</tr>
<tr>
<td>Electronic filing into case management system</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>
SECTION 8  
TECHNOLOGY PROJECT PLANNING

Currently many of the daily functions at the court take place electronically. Staff members rely on information contained within the system to do their jobs. As a result, case management systems and other technology solutions are valuable assets of the court. Planning for the maintenance and replacement of this equipment and software is important to keep court operations functioning.

Section 8.0  
Strategic planning and management tools

There are several ways to plan for the management of technology. Common approaches to maintaining a system and developing a replacement schedule include one-year and three-year strategic technology plans. Currently, a small percentage of courts use these planning methods. As dependence on technology increases, it is expected that the use of these methods also will increase.

It is important for courts to have a disaster recovery and business continuity plan in place to ensure the ability of the court to function in the event of a fire, flood or other catastrophic event.

<table>
<thead>
<tr>
<th>Tool</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disaster recovery</td>
<td>154</td>
<td>40</td>
</tr>
<tr>
<td>Business continuity plan</td>
<td>10</td>
<td>3</td>
</tr>
<tr>
<td>Information technology policies and procedures</td>
<td>99</td>
<td>26</td>
</tr>
<tr>
<td>Three-year information technology plan</td>
<td>62</td>
<td>16</td>
</tr>
<tr>
<td>One-year information technology plan</td>
<td>43</td>
<td>11</td>
</tr>
<tr>
<td>None</td>
<td>117</td>
<td>31</td>
</tr>
</tbody>
</table>

Section 8.1  
Strategic planning and management tools

Data security is an issue that has become a national priority; courts must become more involved in implementing data security plans. In 2002, 251 or 66 percent, Ohio courts reported having information security plans.
Section 8.2
Current technology projects

As new technologies rapidly enter the market, it is necessary for courts to prioritize their need for products. Courts reported on a number of technology projects that were planned, budgeted for or in the implementation phase in 2002.

<table>
<thead>
<tr>
<th>Type of technology project</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web site and public access</td>
<td>71</td>
<td>19</td>
</tr>
<tr>
<td>Case management</td>
<td>51</td>
<td>13</td>
</tr>
<tr>
<td>Hardware upgrade</td>
<td>47</td>
<td>12</td>
</tr>
<tr>
<td>Document imaging</td>
<td>44</td>
<td>12</td>
</tr>
<tr>
<td>Internet access</td>
<td>32</td>
<td>8</td>
</tr>
<tr>
<td>Electronic payments</td>
<td>32</td>
<td>8</td>
</tr>
<tr>
<td>Software upgrade</td>
<td>24</td>
<td>6</td>
</tr>
<tr>
<td>Electronic filing</td>
<td>20</td>
<td>5</td>
</tr>
<tr>
<td>Digital courtroom recording</td>
<td>18</td>
<td>5</td>
</tr>
<tr>
<td>Network upgrade</td>
<td>17</td>
<td>4</td>
</tr>
<tr>
<td>Document management</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>Video arraignments</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Electronic reporting to agencies</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Security</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Operating system upgrade</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Jury management</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Planning</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Electronic traffic tickets</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Electronic signatures</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Computerized legal research</td>
<td>3</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Bar-coding certified mail</td>
<td>3</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Bar-coding case files</td>
<td>3</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Video hearings</td>
<td>2</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Training</td>
<td>2</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Scheduling</td>
<td>2</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
Section 8.3
System enhancements completed in 2002

In the midst of all the changes and improvements going on in the field of technology, courts have continued to develop their technical resources. A positive trend in 2002 is that courts are actively maintaining their technology assets. Below is a list of enhancements added in 2002.

<table>
<thead>
<tr>
<th>Type of technology enhancement</th>
<th>Number of courts in 2002</th>
<th>Percent of all courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware upgrade</td>
<td>99</td>
<td>26</td>
</tr>
<tr>
<td>System upgrade</td>
<td>63</td>
<td>17</td>
</tr>
<tr>
<td>Case management system upgrade</td>
<td>51</td>
<td>13</td>
</tr>
<tr>
<td>Web site and public access</td>
<td>43</td>
<td>11</td>
</tr>
<tr>
<td>Internet access</td>
<td>22</td>
<td>6</td>
</tr>
<tr>
<td>Imaging</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>Inter-agency data sharing</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Digital audio recording</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Electronic filing</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Training</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Security</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Bar coding certified mail</td>
<td>3</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Video arraignments</td>
<td>2</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Network Upgrade</td>
<td>2</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Jury management</td>
<td>2</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Automation</td>
<td>2</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>
All technology initiatives require ongoing funding. In Ohio, most of that funding comes from the $10 computer funds fee and the $3 legal research fee collected on each case filed. In 1993, the Ohio General Assembly passed HB 405 and SB 246, which allow courts to collect filing fees for automation. Courts were enabled to accrue the needed funds to implement and maintain case management systems. As courts have few other sources of funding, the computerization fees are the cornerstone of the technology movement for Ohio courts.

Section 9.0
Funding resources

<table>
<thead>
<tr>
<th>How are technology initiatives funded in your court?</th>
<th>Number of courts reported in 2002</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10 and $3 technology fees</td>
<td>342</td>
<td>90</td>
</tr>
<tr>
<td>State and local grants</td>
<td>33</td>
<td>9</td>
</tr>
<tr>
<td>Special project funds</td>
<td>71</td>
<td>19</td>
</tr>
<tr>
<td>General revenue</td>
<td>108</td>
<td>28</td>
</tr>
<tr>
<td>Federal grants</td>
<td>10</td>
<td>3</td>
</tr>
<tr>
<td>Discretionary funds</td>
<td>21</td>
<td>6</td>
</tr>
</tbody>
</table>

Section 9.1
Trends - technology fees

The number of courts collecting the $10 and $3 technology filing fees has remained consistent over the last six years. The fact that 90 percent of courts have implemented these fees is an indication that this method of raising funds is successful and effective.

FIG 9.1 Collection of $10 and $3 technology fees
SECTION 10
THE SUPREME COURT OF OHIO
TECHNOLOGY RESOURCES SECTION

The Technology Resources Section of the Supreme Court of Ohio Judicial & Court Services Division can trace its roots to 1993, when Chief Justice Thomas Moyer created a new program of technology assistance and policy development for courts in Ohio. The Technology Resources Section since has provided courts with a variety of services in support of their technology initiatives. To date, the Supreme Court of Ohio has assisted in more than 200 technology projects.

Section 10.0
Recommendations and requests for services

Courts were given the opportunity to submit recommendations and requests for the types of resources and services that the Supreme Court should offer through the Technology Resource Section. Courts expressed a desire to have more training and information about new technologies. Other areas that were of importance to courts include developing technology standards and providing guidance on funding issues.

<table>
<thead>
<tr>
<th>Recommendations and requests for services</th>
<th>Number of courts reported in 2002</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training and information</td>
<td>39</td>
</tr>
<tr>
<td>Ohio Court Network</td>
<td>32</td>
</tr>
<tr>
<td>Technology standards</td>
<td>32</td>
</tr>
<tr>
<td>Funding</td>
<td>22</td>
</tr>
<tr>
<td>Case management</td>
<td>13</td>
</tr>
<tr>
<td>Electronic filing</td>
<td>13</td>
</tr>
<tr>
<td>Vendor relations</td>
<td>9</td>
</tr>
<tr>
<td>Satisfied with current services</td>
<td>8</td>
</tr>
<tr>
<td>Storage</td>
<td>8</td>
</tr>
<tr>
<td>Internet</td>
<td>6</td>
</tr>
<tr>
<td>Privacy</td>
<td>5</td>
</tr>
<tr>
<td>Disaster recovery</td>
<td>3</td>
</tr>
<tr>
<td>Research</td>
<td>2</td>
</tr>
<tr>
<td>Hardware</td>
<td>1</td>
</tr>
</tbody>
</table>
Section 10.1
Awareness of the Technology Resources Section

In 2002, 191 or 50 percent, Ohio courts reported being aware of the technology resources available to them from the Supreme Court of Ohio.

Section 10.2
Technology Resources Section Web page

In 2002, 134 or 35 percent, Ohio courts reported they had visited the Technology Resources Section pages on the Supreme Court of Ohio Web site.
ENDNOTES

1 Although housing and environmental courts are divisions of municipal courts, for purposes of superintendence they are counted separately.

2 There are approximately 428 Mayor’s courts. On January 1, 2003 the Governor signed HB 490 requiring mayor’s courts to register annually with the Supreme Court of Ohio and to report case load statistics beginning on January 1, 2004. The numbers in the 2002 survey do not reflect the status of mayor’s courts.

3 See Superintendence Rule 26 for records retention schedule.

4 Policy recommendations for document imaging are available on the Supreme Court of Ohio Web site, www.sconet.state.oh.us.

5 The Technology Resources policy recommendation for employee e-mail is available on the Supreme Court of Ohio Web site, www.sconet.state.oh.us.

6 See Appendix B or www.sconet.state.oh.us/web_sites/courts for a comprehensive list.

7 In 2002, the Supreme Court of Ohio Advisory Committee on Technology & the Courts and the Standards Subcommittee drafted recommendations for fax filing standards. The proposed standards and a model local rule are available at www.sconet.state.oh.us/actc.

8 See Appendix B or www.sconet.state.oh.us/web_sites/courts for a comprehensive list of Ohio court Web sites.

9 Policy recommendations for document imaging are available at www.sconet.state.oh.us.

10 See Superintendence Rule 26 for records retention schedule.

11 In 2002, the Supreme Court of Ohio Advisory Committee on Technology and the Courts and the Standards Subcommittee drafted recommendations for fax filing standards. The proposed standards and a model local rule are available at www.sconet.state.oh.us/actc.

12 Superintendence Rule 27 requires that the Supreme Court of Ohio Advisory Committee on Technology & the Courts review and approve local rules that involve the use of information technology to ensure that adopted technology standards are
APPENDIX A
TECHNOLOGY TERMS
USED ON THE 2002 SURVEY ON TECHNOLOGY AND THE COURTS

Audio tape court reporting
Court proceedings recorded on analog audio tape.

Bar coding certified mail
Automated printing of envelopes with U.S. Postal Service bar codes matching delivery addresses.

Business continuity plan
Plan to ensure that essential functions of an organization continue during and after a disaster, prevent interruption of mission-critical services, and reestablish fully functioning operations as soon as possible. (reference: www.whatis.com)

Cable modem
A device that enables a computer to hook up to a local cable television connection and receive data at about 1.5 Mbps. (reference: www.whatis.com)

Connection speed
The speed at which a computer can connect to or communicate with another computer system.

Cookie
Information put on a computer hard drive by a Web site in order to recall information about a visitor at a later time.

Dial-up modem
A device used to transmit digital data over telephone wires by modulating the data into an audio signal to send it and demodulating an audio signal into data to receive it. (reference: www.dictionary.com)

Digital audio court reporting
Recording court proceedings on digital audio.
Digital document management system not with case management system
   System outside a case management system that manages
   and saves documents in digital formats.

Digital document management system with case management system
   System within a case management system that manages
   and saves documents in digital formats.

Digital video court reporting
   Recording of court proceedings on digital video.

Disaster recovery plan
   A plan to ensure the ability of business operations to function in the
   event of a catastrophic event.

Document imaging not with case management system
   Converting an image on a piece of paper into an image that
   can be stored electronically outside of the case management
   system.

Document imaging with case management system
   Converting an image on a piece of paper into an image that can
   be stored electronically within the case management system.

Digital Subscriber Line (DSL)
   Technology that uses existing telephone wiring with special
   hardware attached to both the user and switch ends of the line
   to allow high-speed data transmission.
   (reference: www.whatis.com)

Electronic filing
   Also e-filing. The process of transmitting documents and other
   court information through an electronic medium, rather than on
   paper. Electronic filing requires that documents be submitted
   to the court electronically, acknowledged and accepted by the
   court and electronically entered into the case or document
   management system of that court. Electronic filing allows
   courts to send and receive documents, accept filing fees, notify
   parties, receive court notices and retrieve court information
   electronically without having to re-enter information. Electronic
   filing improves accuracy, efficiency and promotes faster
   processing of information.
Electronic payment of fees
Payment of court fees over the Internet, using credit or debit cards.

Electronic signature
Electronic code attached to a document that identifies who signed the document and whether or not it has been altered since it was signed.

Fax filing
The transmission and acceptance of a court filing via a facsimile machine.

Integrated multimedia courtroom
Courtroom with installed technology such as wireless network connections, digital cameras, and digital recording equipment.

Integrated Services Digital Network (ISDN)
A set of standards for digital transmission of data over telephone copper wire and other media allowing for the use of an ISDN adapter to gain high speed access to the Internet. (reference: www.whatis.com)

Interoperability
The ability of a system or product to work with other systems or products without special effort on the part of the user. Interoperability becomes a quality of increasing importance for information technology products as the concept that “the network is the computer” becomes a reality. For this reason, the term is widely used in product marketing descriptions.

Products achieve interoperability with other products using either or both of two principles: by adhering to published interface standards or by making use of a “broker” of services that can convert one product’s interface to another’s “on the fly.”

A good example of the first approach is the set of standards that have been developed for the World Wide Web. These standards include TCP/IP, hypertext transfer protocol and HTML. The second approach is exemplified by common object request broker architecture (COBRA) and its object request broker (ORB).
Compatibility is a relative term. A product is compatible with a standard but interoperable with other products that meet the same standard (or achieve interoperability through a broker). (reference: Webservices.com)

Judicial scheduling software
Software used to integrate tracking, updating and preparing court calendars.

Jury management software
Software used to integrate various aspects of jury management, such as printing qualification questionnaires, printing summonses, and tracking juror pools.

Local area network (LAN)
A group of computers and devices that share a common communications line or wireless link and typically share the resources of a single processor or server within a small geographic area, such as an office building. (reference: www.whatis.com)

Login and password
A method of authenticating the identity of a user to enable access to a computer system.

Network
The physical link between multiple computers and devices that allows for communication and sharing of devices such as printers.

Operating system
Software that manages programs in a computer to perform operations such as running multiple software programs at the same time, managing output to printers, and distribution of internal memory.

Real-time court reporting
Instant translation of transcripts into text files by a computer.
Regional temporary protection registry
A list of all the temporary protective orders in effect for a region that can be accessed by any court in that region.

System administrator
The individual responsible for managing and maintaining a computer system.

T1
Technology that uses existing telephone wiring for high-speed data transmission. The lines are made up of 24 channels used to transmit voice and data traffic. (reference: www.Webopedia.com)

Video arraignment
Use of video conferencing technology between court and a local detention facility to conduct an arraignment.

Video conferencing
Communication across long distances with video and audio contact that may also include graphics and data exchange.

Video hearings
Use of video conferencing technology between a court and a local detention facility to conduct a hearing.

Video tape court recording
Court proceedings recorded on analog video tape.

Voice command transcription
Transcript created by software that uses voice recognition technology.

Wide Area Networks (WAN)
A computer network, usually consisting of two or more local area networks, that spans a relatively large geographical area. (reference: www.Webopedia.com)
APPENDIX B
OHIO COURT WEB SITES

Please see www.sconet.state.oh.us/web_sites/courts for most recently updated list.

1st District Court of Appeals
www.hamilton-co.org/appealscourt

2nd District Court of Appeals
www.sconet.state.oh.us/District_Courts/Districts/dc02.asp

3rd District Court of Appeals
www.third.courts.state.oh.us

4th District Court of Appeals
www.fourth.courts.state.oh.us/District4Information.htm

5th District Court of Appeals
www.fifthdist.org

6th District Court of Appeals
www.sconet.state.oh.us/District_Courts/Districts/dc06.asp

7th District Court of Appeals
www.sconet.state.oh.us/District_Courts/Districts/dc07.asp

8th District Court of Appeals
www.cuyahoga.oh.us/appeals.default.htm

9th District Court of Appeals
www.ninth.courts.state.oh.us

10th District Court of Appeals
www.tenthdistrictcourt.org

11th District Court of Appeals
www.11thcourt.co.trumbull.oh.us

12th District Court of Appeals
www.twelfth.courts.state.oh.us
Allen County
Court of Common Pleas
www.co.allen.oh.us/ccom.html

Court of Common Pleas, Probate and Juvenile Divisions
www.allencountyohio.com

Lima Municipal Court
www.limamunicipalcourt.org

Ashland County
Court of Common Pleas, General and Domestic Relations Divisions
www.family-law.cc
www.ashlandcounty.org

Ashtabula County
Court of Common Pleas, Probate and Juvenile Divisions
www.co.ashtabula.oh.us

County Court, Eastern Division
www.co.ashtabula.oh.us

Athens County
Court of Common Pleas, General and Domestic Relations Divisions
www.athenscountygovernment.com

Brown County
County Court
www.browncountycourt.org

Butler County
County Court #1
http://www.butlercountyohio.org/areacourts/

County Court #2
http://www.butlercountyohio.org/areacourts/
County Court #3
http://www.butlercountyohio.org/areacourts/

Court of Common Pleas, Domestic Relations Division
www.butlercountyohio.org/drcourt

Court of Common Pleas, General Division
http://www.butlercountyohio.org/commonpleas/

Court of Common Pleas, Juvenile Division
http://www.butlercountyohio.org/juvenilejusticecenter/

Court of Common Pleas, Probate Division
www.butlercountyohio.org/probate

Hamilton Municipal Court
www.hamiltonmunicipalcourt.org

Middletown Municipal Court
www.ci.middletown.oh.us

Clark County

Court of Common Pleas, Domestic Relations Division
www.co.clark.oh.us

Court of Common Pleas, General and Domestic Relations Divisions
www.co.clark.oh.us

County Municipal Court
www.clerkofcourts.municipal.co.clark.oh.us

Clermont County

Court of Common Pleas, General Division
www.clermontclerk.org

Domestic Relations Court
www.domesticcourt.org
County Municipal Court
www.clermontclerk.org

**Columbiana County**
Court of Common Pleas, General and Domestic Relations Divisions
www.ccclerk.org

County Municipal Court
www.ccclerk.org

East Liverpool Municipal Court
www.ccclerk.org

**Coshocton County**
Coshocton Municipal Court
www.coshoctonmunicipalcourt.com

**Crawford County**
Court of Common Pleas, General and Domestic Relations Divisions
www.crawfordcocpcourt.org

**Cuyahoga County**
Court of Common Pleas, Domestic Relations Division
http://www.cuyahoga.oh.us/Domestic/

Court of Common Pleas, General Division
http://www.cuyahoga.oh.us/common/

Court of Common Pleas, Juvenile Division
www.cuyahoga.oh.us/juvenile

Court of Common Pleas, Probate Division
www.cuyahoga.oh.us/probate

Berea Municipal Court
www.bereamunicipalcourt.org
Cleveland Heights Municipal Court
www.clevelandheightscourt.com

Garfield Heights Municipal Court
www.ghmc.org

Lakewood Municipal Court
www.lakewoodcourtoh.com

Shaker Heights Municipal Court
www.shakerheightscourt.org

**Delaware County**
Court of Common Pleas, General and Domestic Relations Divisions
www.co.delaware.oh.us

County Municipal Court
www.municipalcourt.org

**Erie County**
Vermilion Municipal Court
http://209.142.158.114/

**Fairfield County**
Court of Common Pleas, General Division
www.fairfieldcountyclerk.com

**Franklin County**
Court of Common Pleas, Domestic Relations and Juvenile Divisions
www.fccourts.org

Court of Common Pleas, General Division
www.fccourts.org

Court of Common Pleas, Probate Division
www.co.franklin.oh.us/probate
County Municipal Court
www.fmcclerk.com

County Municipal Court, Environmental
www.fmcclerk.com

**Gallia County**
Court of Common Pleas, Probate and Juvenile Divisions
www.galliacounty.org

**Geauga County**
Court of Common Pleas, General and Domestic Relations Divisions
www.co.geauga.oh.us

Court of Common Pleas, Probate and Juvenile Divisions
www.co.geauga.oh.us

**Greene County**
Court of Common Pleas
www.co.greene.oh.us/rose.htm

Court of Common Pleas, Juvenile Division
www.co.greene.oh.us/juvenile.htm

Court of Common Pleas, Probate Division
www.co.greene.oh.us/probate.htm

Greene County Domestic Relations Court
www.co.greene.oh.us/shattuck.htm

Xenia Municipal Court
www.ci.xenia.oh.us/court_public_access.htm

**Guernsey County**
Common Pleas Court
www.guernseycountycpcourt.org
**Hamilton County**
- Court of Common Pleas, Domestic Relations Division
  www.hamilton-co.org/domestic/
- Court of Common Pleas, General Division
  www.hamilton-co.org/common_pleas/
- Court of Common Pleas, Juvenile Division
  www.juvenile-court.org
- Court of Common Pleas, Probate Division
  www.probatect.org
- County Municipal Court
  www.hamilton-co.org/municipalcourt

**Hancock County**
- Findlay Municipal Court
  www.ci.findlay.oh.us/municipal.htm

**Huron County**
- Court of Common Pleas, General and Domestic Relations Divisions
  www.huroncountyclerk.com
- Court of Common Pleas, Probate and Juvenile Divisions
  homepages.accnorwalk.com/hcjpc

**Knox County**
- Court of Common Pleas, General and Domestic Relations Divisions
  www.knoxcountyclerk.org
- Mount Vernon Municipal Court
  www.mountvernonmunicipalcourt.org
- Willoughby Municipal Court
  www.willoughbycourt.com
Lake County

Court of Common Pleas, General Division
Web2.lakecountyohio.org/courts

Painesville Municipal Court
www.painesvillemunicipalcourt.org

Lawrence County

Court of Common Pleas, General and Domestic Relations Divisions
www.lawrencecountyclkofcrt.org

Licking County

Court of Common Pleas, Domestic Relations Division
www.lcounty.com

Court of Common Pleas, General and Domestic Relations Divisions
www.lcounty.com

County Municipal Court
www.lcounty.com

Logan County

Court of Common Pleas, Probate and Juvenile Divisions
www.co.logan.oh.us

Lorain County

Court of Common Pleas, General Division
www.loraincounty.com/clerk

Court of Common Pleas, Domestic Relations Division
www.loraincounty.com/clerk/domestic.html

Court of Common Pleas, Probate Division
www.loraincounty.com/probate
County Municipal Court  
www.lorainmunicourt.org

Elyria Municipal Court  
www.Elyriamunicourt.org

**Lucas County**

Court of Common Pleas, General Division  
www.co.lucas.oh.us/commonpleas

Court of Common Pleas, Probate Division  
www.lucas-co-probate-ct.org

Juvenile Court  
www.co.lucas.oh.us/juvenile/

Maumee Municipal Court  
www.maumee.org

Municipal Court  
www.ci.oregon.oh.us/ctydpt/court/court.htm

Sylvania Municipal Court  
www.sylvaniacourt.com

Toledo Municipal Court  
www.toledomunicipalcourt.org

Toledo Municipal Court, Housing Division  
www.toledomunicipalcourt.org

**Madison County**

Court of Common Pleas, Probate and Juvenile Divisions  
www.co.madison.oh.us
**Mahoning County**
Court of Common Pleas, Domestic Relations Division
www.mahoningdrcourt.org

Court of Common Pleas, Probate Division
www.mahoningcountyprobate.org

**Medina County**
Court of Common Pleas
www.medinacommonpleas.com

County Municipal Court
www.medinamunicipalcourt.org

**Miami County**
Court of Common Pleas, General and Domestic Relations Divisions
www.co.miami.oh.us

Court of Common Pleas, Probate and Juvenile Divisions
www.co.miami.oh.us

County Municipal Court
www.co.miami.oh.us/muni/index.htm

**Montgomery County**
County Court #1
www.clerk.co.montgomery.oh.us

County Court #2
www.clerk.co.montgomery.oh.us

Court of Common Pleas, Domestic Relations Division
www.montcourt.org/dr

Court of Common Pleas, General Division
www.montcourt.org
Court of Common Pleas, Probate Division
www.mcohio.org/probate

Dayton Municipal Court
www.daytonmunicipalcourt.org

Vandalia Municipal Court
www.vandaliacourt.com

**Muskingum County**
County Court
www.muskingumcountycourt.org

**Ottawa County**
County Municipal Court
www.ottawacountymunicipalcourt.com

**Pickaway County**
Circleville Municipal Court
www.circlevillecourt.com

**Ross County**
Court of Common Pleas, General and Domestic Relations Divisions
www.rosscountycpcourt.org

Chillicothe Municipal Court
www.bright.net/~bbutler/

**Scioto County**
Court of Common Pleas, Domestic Relations Division
www.sciotocountycpcourt.org

County Court of Common Pleas, General Division
www.sciotocountycpcourt.org
Portsmouth Municipal Court  
www.portsmouth-municipal-court.com

**Shelby County**  
Court of Common Pleas, General and Domestic Relations Divisions  
www.co.shelby.oh.us/commonpleas

**Stark County**  
Court of Common Pleas, Domestic Relations and Juvenile Divisions  
www.familycourt.co.stark.oh.us

Court of Common Pleas, General Division  
www.cpgendiv.co.stark.oh.us

Court of Common Pleas, Probate Division  
www.probate.co.stark.oh.us

Alliance Municipal Court  
www.alliancecourt.org

Canton Municipal Court  
www.cantoncourt.org

Massillon Municipal Court  
www.massilloncourt.org

**Summit County**  
Court of Common Pleas, Domestic Relations Division  
www.drcourt.org

Court of Common Pleas, General Division  
www.summitcpcourt.net/gendiv.html

Court of Common Pleas, Probate Division  
probatecourt.summitoh.net/Index.htm

Akron Municipal Court  
www.court.ci.akron.oh.us
Barberton Municipal Court
www.cityofbarberton.com/clerkofcourts

Cuyahoga Falls Municipal Court
www.cfmunicourt.com

**Trumbull County**
Court of Common Pleas, Domestic Relations and Juvenile Divisions
www.familycourt.co.trumbull.oh.us

Court of Common Pleas, General Division
www.clerk.co.trumbull.oh.us

Court of Common Pleas, Probate Division
www.trumbullprobate.org

Warren Municipal Court
www.warren.org

**Tuscarawas County**
Common Pleas Court
www.co.tuscarawas.oh.us

New Philadelphia Municipal Court
www.npmunicipalcourt.org

**Union County**
Court of Common Pleas, General and Domestic Relations Divisions
www.co.union.oh.us

Court of Common Pleas, Probate and Juvenile Divisions
www.co.union.oh.us

**Van Wert County**
Court of Common Pleas, General and Domestic Relations Divisions
www.vwcommonpleas.org
Warren County
County Court
www.co.warren.oh.us/countycourt

Lebanon Municipal Court
www.ci.lebanon.oh.us/departments/courts/courts.htm

Washington County
Court of Common Pleas, General and Domestic Relations Divisions
www.washingtongov.org

Court of Common Pleas, Probate and Juvenile Divisions
www.washingtongov.org

Marietta Municipal Court
www.mariettacourt.com

Wayne County
Court of Common Pleas, General and Domestic Relations Divisions
www.waynecountyclerkcourts.org

County Municipal Court
www.waynecomunicipalcourt.org

Williams County
Court of Common Pleas, Probate and Juvenile Divisions
www.co.williams.oh.us/

Wood County
Probate Court
www.probate-court.co.wood.oh.us/

Bowling Green Municipal Court
www.bgcourt.org

Perrysburg Municipal Court
www.perrysburgcourt.com