Technology and the Courts
2004 Survey

THE SUPREME COURT OF OHIO

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Dear Fellow Ohioans:

The 2004 Technology and the Courts Survey demonstrates that information technology has become the central pathway for communication, research and case management in Ohio courts. In just the last six years, there has been a nine-fold increase in access to the Internet by judges and court staff, improving their ability to share information both inside and outside the courts. The survey also indicates that court administrators are well positioned to take advantage of the next generation of Web-based computer software.

In the past year, the Supreme Court Technology Services Section has consulted with the three counties that had yet to install computers in their trial courts. Two of the courts will be computerized by the time you read this, and the third will be automated early next year.

Since the 2002 survey, the Supreme Court also has expanded its use of information technology, streaming oral arguments live on the Web and posting mayors’ court case statistics and attorney registration information.

Thank you for your interest in and support of technology in Ohio courts.

Sincerely,

Thomas J. Moyer
Chief Justice, Supreme Court of Ohio
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<td>SUPREME COURT OF OHIO</td>
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<td>OHIO COURT WEB SITES</td>
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INTRODUCTION

The Supreme Court of Ohio is pleased to issue the results of the 2004 Technology and the Courts Survey. This biennial survey provides a snapshot of the status of court technology in Ohio. To capture the continuously changing nature of technology innovation in Ohio’s courts, the scope of this survey includes data on the use of the Internet to display information and provide services, technology staffing needs, strategic technology planning and networking.

In the two years that have elapsed since the release of the 2002 survey results, there have been many changes in court technology. This year’s survey reflects the expanded use of technology as a tool for the efficient administration of justice by judges, clerks and court personnel.

Most impressive are the 99 percent of courts that are automated with the remaining three trial courts and one appellate court having automation plans funded and well underway.

In an effort to more efficiently administer the survey and gather the results, the Supreme Court implemented an Internet-based survey form for the first time this year. Forty-two percent of the courts entered their data through a Web form on the Supreme Court of Ohio Web site. As a result of this success, the Court will continue using and improving this feature in the years to come. The Court extends its thanks to all of the local courts who took advantage of this new tool.

The 2004 Technology and the Courts Survey reflects the accomplishments and technology solutions implemented by courts in Ohio. Since 1996 the Supreme Court has seen a 100 percent participation rate. We greatly appreciate the time and effort Ohio judges and court personnel have dedicated to completing the survey. This report is a testament to their efforts and commitment to providing justice for all Ohioans.

Statistics for the 2004 survey are based on 382 responses received from Ohio’s 370 trial-level courts and 12 district courts of appeals, and the Supreme Court of Ohio.
THE SUPREME COURT OF OHIO IN THE OHIO JUDICIAL CENTER

In February 2004, the Supreme Court of Ohio moved into the newly renovated Ohio Judicial Center. As part of the renovation process, the infrastructure of the building was updated to accommodate new and existing technology used by the Court. These updates included a completely restructured wiring plan, all-new CAT 6 wiring with a single mode fiber-optic backbone and the installation of fault-tolerant Cisco switches. The server room was designed with an independent power supply and air conditioning and fire suppression systems, and a raised floor to allow for the distribution of cables.

Also included in the renovations was a new centralized telephone-management system that allows the Court to self-switch any phone line in the building in a matter of minutes, resulting in a cost savings, as telephone relocation charges have been eliminated.

Currently the Supreme Court of Ohio has 300 computers running the Windows XP operating system with Microsoft Office XP software. The Supreme Court servers are running Windows 2000 with upgrades in progress.

The renovation process provided the Court the opportunity to implement other new technologies in the Ohio Judicial Center:

- Digital recording technology for both audio and video installed in the Supreme Court courtroom and two Court of Claims courtrooms.
- Multimedia capabilities in most meeting rooms with connectivity to the network and Internet.
- A meeting room equipped for video teleconferencing.
- Receivers in all courtrooms for the hearing-impaired.
- A classroom with drop-down screens, DVD and VHS players, a sound system and computer hookups.
- A computer lab available for trainings and Ohio Judicial College courses.
The Supreme Court now broadcasts its oral arguments and other special events live to 3 million homes on state public television as well as streaming them on the Court Web site. The Court also recently streamed a Judicial College course over the Internet and plans to offer more online courses in the future.

In 2004, the Information Technology staff successfully completed the conversion of legacy applications hosted on a WANG server. The legacy system hindered the progress of providing Internet services to the public because it required significant maintenance to stay operational and did not facilitate the transfer of information to the Web.

The converted systems allow for improved information-sharing and public access of court information via the Internet. Currently, the Information Technology staff is working on new applications, including online attorney registration, public case management queries and access to continuing legal education transcripts.

In 2004, the Supreme Court also developed a Web-based reporting tool for mayors' courts case statistics. Plans are underway to give all courts the ability to submit case statistics by electronic means. Other enhancements to the Supreme Court Web site included a statewide list of Rule 20 certified attorneys and a new search engine for the Law Library catalogue. Work is currently underway to redesign the Supreme Court Web site and create a new search engine for Supreme Court opinions.

### Composition of Ohio Courts in 2004

<table>
<thead>
<tr>
<th>Court Type</th>
<th>Number</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>6</td>
</tr>
<tr>
<td>Common Pleas Courts: Domestic Relations (DR1)</td>
<td>18</td>
</tr>
<tr>
<td>Common Pleas Courts: Domestic Relations and Juvenile (DR2)</td>
<td>7</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>2</td>
</tr>
<tr>
<td>Common Pleas Courts: Juvenile (J1)</td>
<td>9</td>
</tr>
<tr>
<td>Municipal Courts (MC)</td>
<td>124</td>
</tr>
<tr>
<td>County Courts (CC)</td>
<td>42</td>
</tr>
<tr>
<td>Trial and Appellate Courts in Ohio</td>
<td>383</td>
</tr>
<tr>
<td>Mayors Courts</td>
<td>331</td>
</tr>
</tbody>
</table>
SECTION 1
COURT AUTOMATION and CASE MANAGEMENT

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

Section 1.0
Extent of court automation

By 2004, more than 99 percent of Ohio courts were automated. Of the four courts that currently are not, three are probate juvenile courts and one is an appellate court.

The Technology Services staff is working with these courts and as of August 2004, two had automation projects close to completion and two courts had projects well underway. It is anticipated that these courts will be automated by mid-2005.

Comparing the results obtained in 2004 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 H.B. 405 and S.B. 246, allowing courts to collect filing fees for automation, thus enabling them 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. Again, it is expected that all Ohio courts will be automated by mid-2005.

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

Courts were asked to report the number of personal computers (13,328), terminals (1,626), servers (794) and printers (6,418) 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 13,534 court staff statewide routinely use computers. Additionally, courts see 34,126 public access users per week statewide, which 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 2004 courts were asked to report when their systems were last upgraded. In response, 253 courts or 66 percent responded that their systems were upgraded recently and 35 courts or 9 percent reported that their systems have not been upgraded since the initial installation. Ninety-three or 24 percent reported that they did not know when their system was last upgraded.

Section 1.4
Satisfaction with case management software

Case management systems used by Ohio courts are mostly vendor-developed solutions. Courts were asked to evaluate their case management solutions. Most (204) are satisfied or very satisfied (184). Ninety-two reported being somewhat satisfied, while 27 reported they are not satisfied with their systems.
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 they received. Many courts (187) reported they were very satisfied, while most (191) reported being satisfied with support from their vendor. Ninety-three courts reported they were somewhat satisfied and 25 said they were not satisfied with their vendor support.

SECTION 2
REPORTING TO AGENCIES

Courts are required to report information to partner agencies such as the Bureau of Criminal Identification & Investigation, Bureau of Motor Vehicles, Child Support Enforcement Agency, Ohio Department of Health 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 View</th>
<th>Printed Reports</th>
<th>Diskette</th>
<th>Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bureau of Criminal Identification &amp; Investigation</td>
<td>14</td>
<td>128</td>
<td>73</td>
<td>35</td>
</tr>
<tr>
<td>Bureau of Motor Vehicles</td>
<td>14</td>
<td>83</td>
<td>173</td>
<td>52</td>
</tr>
<tr>
<td>Child Support Enforcement Agency</td>
<td>62</td>
<td>105</td>
<td>N/A</td>
<td>40</td>
</tr>
<tr>
<td>Ohio Department of Health, Vital Statistics</td>
<td>13</td>
<td>100</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Ohio Department of Youth Services</td>
<td>9</td>
<td>85</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Supreme Court of Ohio</td>
<td>19</td>
<td>317</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>None</td>
<td>13</td>
<td>12</td>
<td>8</td>
<td>7</td>
</tr>
</tbody>
</table>
Section 2.1
Reporting trends - Bureau of Criminal Identification & Investigation

The number of courts using case management systems to produce printed reports for submission to the Bureau of Criminal Identification & Investigation has increased steadily since 2000. Additionally, courts are moving away from submitting data on diskette and submitting these reports via the Internet.

Section 2.2
Reporting trends - Bureau of Motor Vehicles

The number of courts using case management systems to directly view, produce printed reports and prepare reports on diskette for the Bureau of Motor Vehicles has decreased since 2002. Courts have begun to submit these reports via the Internet.

Section 2.3
Reporting trends - Child Support Enforcement Agency

In 2004, more courts were 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 the Internet.
FIG 2.2 BMV Reporting Trends

FIG 2.3 CSEA Reporting Methods
Section 2.4
Reporting trends - Ohio Department of Health

Vital statistics reports for the Department of Health are prepared by most case management systems as printed documents.

![FIG 2.4 DOH Reporting Methods](image)

Section 2.5
Reporting trends - 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 fax 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 facsimile.

The 2004 survey asked courts if they would use an electronic submission option for reporting case load statistics. A majority, 307 courts or 80 percent, responded that they would use this new method. When asked if they would use a reporting method that requires re-keying data into a Web form for submission, 210 courts or 55 percent responded that they would.
Research is underway to determine the feasibility of these new electronic submission options. Future initiatives will look to 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 are typically part of the case management system.

<table>
<thead>
<tr>
<th>Product</th>
<th>Courts reporting in 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Pro</td>
<td>115</td>
</tr>
<tr>
<td>SQL</td>
<td>109</td>
</tr>
<tr>
<td>Access</td>
<td>68</td>
</tr>
<tr>
<td>Oracle</td>
<td>42</td>
</tr>
<tr>
<td>Raining Data</td>
<td>23</td>
</tr>
<tr>
<td>Progress</td>
<td>8</td>
</tr>
<tr>
<td>Sybase</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>44</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. Though there are many options currently on the market, courts reported on the use of the products at right.

<table>
<thead>
<tr>
<th>Product</th>
<th>Courts reporting in 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS Office</td>
<td>260</td>
</tr>
<tr>
<td>WordPerfect</td>
<td>169</td>
</tr>
<tr>
<td>MS Works</td>
<td>42</td>
</tr>
<tr>
<td>Lotus</td>
<td>16</td>
</tr>
<tr>
<td>None</td>
<td>5</td>
</tr>
<tr>
<td>Other</td>
<td>19</td>
</tr>
</tbody>
</table>
Since 2002, 38 courts switched from using WordPerfect to using Microsoft Office.

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>Courts reporting in 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Norton</td>
<td>198</td>
</tr>
<tr>
<td>McAfee</td>
<td>72</td>
</tr>
<tr>
<td>Trend</td>
<td>23</td>
</tr>
<tr>
<td>None</td>
<td>17</td>
</tr>
<tr>
<td>Other</td>
<td>53</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>Courts reporting in 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crystal</td>
<td>105</td>
</tr>
<tr>
<td>None</td>
<td>89</td>
</tr>
<tr>
<td>Other</td>
<td>175</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 the jury selection, maintenance and related reporting requirements functions. Jury management software lets courts integrate various aspects of jury management, such as printing qualification questionnaires and summonses, and tracking of juror pools. In the 2004 survey, 117 courts or 31 percent reported that they use jury management software. Of those, 89 courts or 76 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. In 2004, 149 courts or 39 percent reported using judicial scheduling software. Of those courts, 104 or 70 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 an “OS,” is software that manages computer programs. Operation systems perform such tasks as simultaneously running multiple software programs, managing output to printers and distributing of internal memory.

Courts typically use more than one computer for business operations. To facilitate data sharing between and among devices such as printers, servers and other hardware and software, a network is required. A network is the link between computers, devices and other tools that allows for shared services.

Courts reported on the use of the following network and OS products:

<table>
<thead>
<tr>
<th>Product</th>
<th>Courts reporting in 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS</td>
<td>290</td>
</tr>
<tr>
<td>Novell</td>
<td>32</td>
</tr>
<tr>
<td>AIX</td>
<td>23</td>
</tr>
<tr>
<td>VMS</td>
<td>20</td>
</tr>
<tr>
<td>Linux</td>
<td>15</td>
</tr>
<tr>
<td>Unix</td>
<td>13</td>
</tr>
<tr>
<td>Unknown</td>
<td>126</td>
</tr>
<tr>
<td>Other</td>
<td>6</td>
</tr>
</tbody>
</table>

Since 2002, the number of courts using Novell and Unix has decreased, while the number of courts using Microsoft and Linux products have increased.
FIG 3.6 Operating system software products used by Ohio courts
SECTION 4
TECHNOLOGIES TO IMPROVE COURT OPERATIONS

Courts are continuously seeking new technology solutions for all consumers 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 2004 Technology and the Courts Survey asked courts to report on a wide variety of current technology solutions. (See table, page 15.)

Comparing the 2004 responses with data from past surveys, it appears that the use of the following technologies is decreasing:

- Analog audio tape court reporting
- Bar coding certified mail
- Document imaging not integrated with case management system
- Real-time court reporting
- Voice command transcription.
<table>
<thead>
<tr>
<th>Technology</th>
<th>Courts reporting in 2004</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee access to Internet</td>
<td>292</td>
<td>76</td>
</tr>
<tr>
<td>Employee e-mail</td>
<td>284</td>
<td>74</td>
</tr>
<tr>
<td>Fax-filing</td>
<td>181</td>
<td>47</td>
</tr>
<tr>
<td>Web site with general information</td>
<td>181</td>
<td>47</td>
</tr>
<tr>
<td>Audio tape court reporting</td>
<td>178</td>
<td>47</td>
</tr>
<tr>
<td>Local area network (LAN) public access to case records</td>
<td>149</td>
<td>39</td>
</tr>
<tr>
<td>Credit card payments</td>
<td>118</td>
<td>31</td>
</tr>
<tr>
<td>Digital audio court reporting</td>
<td>115</td>
<td>30</td>
</tr>
<tr>
<td>Video arraignment with local detention facilities</td>
<td>102</td>
<td>27</td>
</tr>
<tr>
<td>Bar-coding of certified mail</td>
<td>85</td>
<td>22</td>
</tr>
<tr>
<td>Document imaging with case management system</td>
<td>67</td>
<td>18</td>
</tr>
<tr>
<td>Internet access by criminal justice partners to case records</td>
<td>62</td>
<td>16</td>
</tr>
<tr>
<td>LAN public access to case documents</td>
<td>51</td>
<td>13</td>
</tr>
<tr>
<td>LAN access by criminal justice partners to case records</td>
<td>48</td>
<td>10</td>
</tr>
<tr>
<td>Internet public access to case documents</td>
<td>38</td>
<td>10</td>
</tr>
<tr>
<td>Video tape court reporting</td>
<td>38</td>
<td>10</td>
</tr>
<tr>
<td>Video hearings with local detention centers</td>
<td>37</td>
<td>10</td>
</tr>
<tr>
<td>Real-time court reporting</td>
<td>34</td>
<td>9</td>
</tr>
<tr>
<td>Digital video court reporting</td>
<td>30</td>
<td>8</td>
</tr>
<tr>
<td>Regional temporary restraining order registry</td>
<td>30</td>
<td>8</td>
</tr>
<tr>
<td>Internet access by criminal justice partners to case documents</td>
<td>29</td>
<td>8</td>
</tr>
<tr>
<td>Integrated multimedia courtroom</td>
<td>25</td>
<td>7</td>
</tr>
<tr>
<td>LAN criminal justice partners access to case documents</td>
<td>25</td>
<td>7</td>
</tr>
<tr>
<td>Document imaging system separate from case management system</td>
<td>24</td>
<td>6</td>
</tr>
<tr>
<td>Video conferencing</td>
<td>19</td>
<td>5</td>
</tr>
<tr>
<td>Electronic receipt of traffic tickets</td>
<td>16</td>
<td>4</td>
</tr>
<tr>
<td>Electronic signatures from court</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>E-filing of documents</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>Digital document management system with case management system</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>Electronic signatures received by court</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>Voice command transcription</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>Digital document management system separate from case management system</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Video arraignment with state correctional facilities</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Video hearings with state correctional facilities</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>
Section 4.1
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 15 years.

![FIG 4.1 Video court reporting trends](image)

Section 4.2
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 eight years.

Courts understand the importance of integrating imaged documents with the corresponding case files. As a result, courts are using imaging systems integrated with their case management software to create an electronic case file.

Section 4.3
Trends - Courts offering employee e-mail

As electronic communications increase, 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, 74 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.
**FIG 4.2a** Ohio courts with imaging systems

**FIG 4.2b** Nonintegrated versus integrated imaging systems
FIG 4.3 Courts with employee e-mail

FIG 4.4 Courts with Web sites

FIG 4.5 Courts using video arraignments
Section 4.4  
Trends - Courts with Web sites

Since 1998, the number of courts with a Web site has dramatically increased. In fact, the number of courts offering Web sites in 2004 is more than six times greater than that 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 what types of information and services are available online. (See Section 6 for more detailed information on the extent of Internet access and Web-based services.)

Section 4.5  
Trends - Video arraignments

Another technology that is gaining in popularity is video arraignment. Courts have continued to express interest in implementing it 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 2004, 106 courts reported conducting video arraignments.
Section 4.6
Trends – Multimedia-equipped courtrooms

The implementation of multimedia presentation equipment in courtrooms has increased in the last two years. More and more practitioners are interested in using slide presentations, digital photography and video reenactments 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.

The following courts reported having a courtroom with these technologies:

- Butler County Court of Common Pleas, General Division
- Butler County Court of Common Pleas, Probate Division
- Circleville Municipal Court
- Crawford County Municipal Court
- Delaware County Municipal Court
- East Liverpool Municipal Court
- Erie County Court of Common Pleas, General Division
- Franklin County Court of Common Pleas, Domestic Relations and Juvenile Divisions
- Hamilton County Municipal Court
- Holmes County Court of Common Pleas, General and Domestic Relations Divisions
- Huron County Court of Common Pleas, General and Domestic Relations Divisions
- Lucas County Court of Common Pleas, General Division
- Mason Municipal Court
- Montgomery County Court of Common Pleas, General Division
- Newton Falls Municipal Court
- Ottawa County Court of Common Pleas, General and Domestic Relations Divisions
- Portage County Court of Common Pleas, Domestic Relations Division
- Portage County Court of Common Pleas, General Division
- Portage County Court of Common Pleas, Probate and Juvenile Divisions
- Portage County Municipal Court, Kent
- Portage County Municipal Court, Ravenna
- Rocky River Municipal Court
- Stark County Court of Common Pleas, General Division
- Summit County Court of Common Pleas, General Division

![FIG 4.6 Multimedia-equipped courtrooms](image-url)
Section 4.7
Trends – Digital recording technologies

Courts have started to implement digital recording technologies in the courtroom to record proceedings. Digital technology stores hearings on the hard drive of a personal computer, allowing a reproduction of the hearing to be copied to a CD in a matter of several minutes. This new technology is faster than audio tape recordings, which store dialogue on tape and require courts to make copies of the tape for distribution, often a lengthy process.

FIG 4.7 Courts using digital recording technology
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 do not yet have technology personnel on staff.

<table>
<thead>
<tr>
<th>Method</th>
<th>Courts reporting in 2004</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support contract with case management system vendor</td>
<td>186</td>
<td>48</td>
</tr>
<tr>
<td>Support contract with local vendor</td>
<td>115</td>
<td>30</td>
</tr>
<tr>
<td>Full-time local government information technology staff</td>
<td>114</td>
<td>30</td>
</tr>
<tr>
<td>Full-time system administrator (court employee)</td>
<td>112</td>
<td>29</td>
</tr>
<tr>
<td>Court employee with information technology skills</td>
<td>94</td>
<td>25</td>
</tr>
<tr>
<td>Support from local vendor as needed</td>
<td>62</td>
<td>16</td>
</tr>
<tr>
<td>Local paid consultants</td>
<td>52</td>
<td>14</td>
</tr>
<tr>
<td>Supreme Court of Ohio Technology Services staff</td>
<td>52</td>
<td>14</td>
</tr>
<tr>
<td>Part-time local government information technology staff</td>
<td>33</td>
<td>9</td>
</tr>
<tr>
<td>Part-time system administrator (court staff)</td>
<td>33</td>
<td>9</td>
</tr>
<tr>
<td>Non-paid person</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Local non-paid consultant</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>None</td>
<td>15</td>
<td>4</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 2004, nearly twice as many courts reported having a full-time system administrator as compared with the 1998 figure. This reflects that information technology maintenance and support has become increasingly more important to courts.

FIG 5.1 Information technology support methods
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 filing and fee payment, and access to the court docket.

Section 6.0
Courts with access to the Internet

In 2004, 345 or 90 percent of Ohio courts reported having access to the Internet.

Section 6.1
Trends - Internet access

Today, the number of courts with access to the Internet is more than nine times the number that had access in 1996. Part of the explanation for such a sharp increase could be attributed to the increase in availability of Internet service providers.

FIG 6.1 Ohio courts with Internet access
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 to all employees, while others restrict use to designated employees.

Section 6.3

Method used to connect to the Internet

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.

Eighty-three courts or 21 percent of courts with Internet access indicated Internet services were provided by the county in which the court resides.

Courts have recognized that a reliable, high-speed connection to the Internet is necessary to provide the bandwidth needed to take full advantage of emerging technologies. Courts have started to move away from dial-up service, which many have found no longer provides sufficient bandwidth.

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 among courts, county agencies and criminal justices partners. In 2004, 105 or 27 percent of Ohio courts reported having WANs.
Section 6.5  
Courts offering services on the Internet^6

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 an online presence, with 196 or 51 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, such as location, driving directions and hours of operation, courts are beginning to offer other online services, such as access to the court docket and electronic fee payment.

<table>
<thead>
<tr>
<th>Service offered</th>
<th>Courts reporting in 2004</th>
<th>Percent of Ohio courts with Internet access</th>
</tr>
</thead>
<tbody>
<tr>
<td>General information</td>
<td>70</td>
<td>36</td>
</tr>
<tr>
<td>Local rules</td>
<td>56</td>
<td>29</td>
</tr>
<tr>
<td>Links</td>
<td>45</td>
<td>23</td>
</tr>
<tr>
<td>Forms</td>
<td>40</td>
<td>20</td>
</tr>
<tr>
<td>Dockets</td>
<td>38</td>
<td>19</td>
</tr>
<tr>
<td>Profiles of officials</td>
<td>37</td>
<td>19</td>
</tr>
<tr>
<td>Court calendars</td>
<td>18</td>
<td>9</td>
</tr>
<tr>
<td>Annual reports</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>Fee payments</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Publications</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Opinion searches</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Electronic filing</td>
<td>2</td>
<td>1</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 the use of them. 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.

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. Out of the 195 courts offering services on the internet, 89 courts did not respond to this question.

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.

With information readily available online 24 hours a day, constituents now have the ability to obtain information outside regular business hours.
Section 6.10
Impact of online services on use of court services

In 2004, the number of courts reporting an increase in the use of court services outside of normal business hours nearly doubled since 2002. As more constituents make use of online services, it is anticipated that this number will continue to grow.

![Graph showing changes in the use of court services outside house of operation](image)

**FIG 6.10** Changes in the use of court services outside house of operation

SECTION 7
DOCUMENT MANAGEMENT and FILING

Section 7.0
Consolidation of case record information

Technology has improved 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 using multiple methods.

<table>
<thead>
<tr>
<th>Information consolidation method</th>
<th>Courts reporting in 2004</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic matching by case management system</td>
<td>159</td>
<td>42</td>
</tr>
<tr>
<td>Manual</td>
<td>118</td>
<td>30</td>
</tr>
<tr>
<td>Enterprise database</td>
<td>90</td>
<td>24</td>
</tr>
</tbody>
</table>
Section 7.1
Storage of case files

Electronic records require less physical storage space than paper and offer more 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>Courts reporting in 2004</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper</td>
<td>366</td>
<td>96</td>
</tr>
<tr>
<td>Imaging solution stored electronically in case management system</td>
<td>52</td>
<td>14</td>
</tr>
<tr>
<td>Imaging solution stored electronically in document managing system</td>
<td>11</td>
<td>3</td>
</tr>
</tbody>
</table>

Section 7.2
Methods for submitting filings

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

<table>
<thead>
<tr>
<th>Method used to submit majority of filings</th>
<th>Courts reporting in 2004</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper in clerk's office</td>
<td>371</td>
<td>97</td>
</tr>
<tr>
<td>Fax filing</td>
<td>41</td>
<td>11</td>
</tr>
<tr>
<td>E-mail to clerk's office</td>
<td>2</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Electronic filing third-party software</td>
<td>1</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

SECTION 8
TECHNOLOGY PROJECT PLANNING

Many of the daily functions at Ohio courts take place electronically. Staff members rely on information contained within their case management systems to do their jobs. As a result, case management systems and other technology solutions are valuable assets of a court. Planning for the maintenance and replacement of 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 technology management. 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 their ability to function in the event of a fire, flood or other catastrophic event.

Section 8.1
Information security plans

Data security is an issue that has become a national priority. Simply put, courts must become more involved in implementing data security plans. In 2004, 160 or 42 percent of Ohio courts reported having information security plans.

Section 8.2
Current technology projects

As new technologies rapidly enter the market, courts must prioritize their need for products. The table on page 31 lists those projects cited by courts as being planned, budgeted for or in the implementation phase in 2004.

Many courts reported that technology spending has been placed on hold due to budgetary issues; 148 courts reported having no projects planned for the next year.
<table>
<thead>
<tr>
<th>Technology</th>
<th>Courts reporting in 2004</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case management system upgrade</td>
<td>67</td>
<td>18</td>
</tr>
<tr>
<td>Imaging</td>
<td>50</td>
<td>13</td>
</tr>
<tr>
<td>Equipment upgrade</td>
<td>49</td>
<td>13</td>
</tr>
<tr>
<td>Web site</td>
<td>31</td>
<td>8</td>
</tr>
<tr>
<td>E-payments</td>
<td>27</td>
<td>7</td>
</tr>
<tr>
<td>E-filing</td>
<td>27</td>
<td>7</td>
</tr>
<tr>
<td>Software upgrade</td>
<td>24</td>
<td>6</td>
</tr>
<tr>
<td>Digital court reporting</td>
<td>24</td>
<td>6</td>
</tr>
<tr>
<td>New server</td>
<td>12</td>
<td>3</td>
</tr>
<tr>
<td>Remote access</td>
<td>10</td>
<td>3</td>
</tr>
<tr>
<td>Internet access</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Scheduling software</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Bar-coding case files</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Video arraignment</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Three-year planning</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Internet public access</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>County networking</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Internet access to records</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Jury management software</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Courtroom upgrade</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>E-tickets</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Graphical user interface</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Public access</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Server upgrade</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Reporting</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>E-signatures</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Disaster recovery</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>E-mail</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Switching to Word</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Video conferencing</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Wireless Internet access</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Document management</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Video security</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Bar-coding certified mail</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Data sharing</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>E-bonds</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Evidence software</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Internet access to dockets</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>List serve</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Multimedia courtroom</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Virtual service</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>None</td>
<td>148</td>
<td>39</td>
</tr>
</tbody>
</table>
Section 8.3
System enhancements completed in 2004

In the midst of all the changes and improvements in the field of court technology, courts have continued to enhance their technical resources. A positive trend in 2004 is that courts are actively maintaining their technology assets. The following is a list of enhancements added in 2004:

<table>
<thead>
<tr>
<th>Type of technology enhancement</th>
<th>Courts reporting in 2004</th>
<th>Percent of all courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment upgrade</td>
<td>111</td>
<td>29</td>
</tr>
<tr>
<td>Case management system upgrade</td>
<td>78</td>
<td>20</td>
</tr>
<tr>
<td>Software upgrade</td>
<td>37</td>
<td>10</td>
</tr>
<tr>
<td>New server</td>
<td>26</td>
<td>7</td>
</tr>
<tr>
<td>Web site</td>
<td>21</td>
<td>5</td>
</tr>
<tr>
<td>Imaging</td>
<td>18</td>
<td>5</td>
</tr>
<tr>
<td>Operating system upgrade</td>
<td>16</td>
<td>4</td>
</tr>
<tr>
<td>Internet access</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>Networking</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>Digital court reporting</td>
<td>13</td>
<td>3</td>
</tr>
<tr>
<td>Server upgrade</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td>Internet access to records</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Planning</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>Antivirus software upgrade</td>
<td>7</td>
<td>2</td>
</tr>
<tr>
<td>Forms</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>BMV software upgrade</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>Back-up system</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Reporting</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Site assessment</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Switch to Word</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Accepting credit cards</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>E-mail</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Fire wall</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>New building</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Bar-coding of files</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Database consolidation</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Disaster recovery</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Graphical user interface</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Record retention</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Researching new case management system</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Training</td>
<td>2</td>
<td>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 $3 legal research fee collected on each case filed. In 1993 the Ohio General Assembly passed H.B. 405 and S.B. 246, allowing courts to collect filing fees for automation and enabling the accrual of needed funds for the implementation and maintenance of case management systems. The computerization fees are the cornerstone of the technology movement for Ohio courts, as courts have few other sources of funding.

Section 9.0  
Funding resources

<table>
<thead>
<tr>
<th>How are technology initiatives funded in your court?</th>
<th>Courts reporting in 2004</th>
<th>Percent of Ohio courts</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10 and $3 technology fees</td>
<td>360</td>
<td>94</td>
</tr>
<tr>
<td>General revenue</td>
<td>113</td>
<td>30</td>
</tr>
<tr>
<td>Special project funds</td>
<td>101</td>
<td>26</td>
</tr>
<tr>
<td>State and local grants</td>
<td>33</td>
<td>9</td>
</tr>
<tr>
<td>Discretionary funds</td>
<td>28</td>
<td>7</td>
</tr>
<tr>
<td>Federal grants</td>
<td>16</td>
<td>4</td>
</tr>
</tbody>
</table>

Section 9.1  
Trends - Technology fees

The number of courts collecting the $10 and $3 technology filing fees has remained relatively consistent over the last six years. More courts reported collecting these fees in 2004. The fact that more than 90 percent of courts have begun collecting these fees is an indication that this method of raising funds is successful and effective.

Section 9.2  
Trends - Technology fees, special project funds

Courts are permitted to assess special project fees. In 2004, there was an increase in the number of courts using these fees for technology projects. As budgets become tighter, more courts are turning to alternative funding methods.
FIG 9.1 Courts collecting $10 and $3 technology fees

FIG 9.2 Courts collecting special project funds
SECTION 10
SUPREME COURT OF OHIO TECHNOLOGY SERVICES SECTION

The Technology Services Section of the Supreme Court of Ohio Judicial and Court Services Division can trace its roots to 1993, when Chief Justice Thomas J. Moyer created a new program of technology assistance and policy development for courts in Ohio. The Technology Services Section has since provided courts with a variety of services in support of their technology initiatives. To date, Supreme Court of Ohio Technology Services project managers have assisted with more than 250 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 Services Section. Courts expressed a desire to have project management assistance, case management standards, imaging and information about new technologies. Other areas that were of importance to courts included developing the proposed integrated Ohio Courts Network to allow for information sharing, technology standards and guidance on funding issues.

Section 10.1
Awareness of Technology Services Section

In 2004, 214 or 56 percent of Ohio courts reported being aware of the technology services available to them from the Supreme Court of Ohio.

Section 10.2
The Supreme Court of Ohio Technology Services Section Web page

In 2004, 181 or 47 percent of Ohio Courts reported they had visited the Technology Services Section pages on the Supreme Court of Ohio Web site.
ENDNOTES

1 Housing and environmental courts are divisions of municipal courts but they are counted separately for purposes of superintendence. There are two housing courts and one environmental court in Ohio.

2 There are 331 mayors’ courts registered with the Supreme Court of Ohio. On January 1, 2003, the Governor signed H.B. 490 requiring mayors’ courts to register annually with the Supreme Court and to report case load statistics beginning on January 1, 2004. The numbers in the 2004 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 See Appendix B or www.sconet.state.oh.us/web_sites/courts for a comprehensive list.

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

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

8 See Superintendence Rule 26 for records retention schedule.

9 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.

10 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 met.
APPENDIX A
TECHNOLOGY TERMS
USED ON THE 2004 TECHNOLOGY AND THE COURTS SURVEY

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).
Interoperability (continued)

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_site/courts for our most recently updated list.

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

2nd District Court of Appeal
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.co.lucas.oh.us

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

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.trumbus.oh.us

12th District Court of Appeals
www.twelfth.courts.state.oh.us
Allen
Court of Common Pleas, Domestic Relations Division
www.co.allen.oh.us/cdom.php

Court of Common Pleas, General Division
www.co.allen.oh.us/com.html

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

Lima Municipal Court
www.limamunicipalcourt.org

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

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

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

Ashtabula Municipal Court
www.ashtabulamunicipalcourt.com

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

Auglaize
Court of Common Pleas, Domestic Relations, Probate, and Juvenile Divisions
www.auglaizecounty.org

Brown
County Municipal Court
www.browncountycourt.org
Butler

County Court #1
www.butlercountyohio.org/areacourts

County Court #2
www.butlercountyohio.org/areacourts

County Court #3
www.butlercountyohio.org/areacourts

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

Butler County Court of Common Pleas, General Division
www.butlercountyohio.org

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

Court of Common Pleas, Juvenile Division
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

Court of Common Pleas Probate Division
www.probate.clarkcountyohio.gov

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

Court of Common Pleas, General Division
www.co.clark.oh.us
County Municipal Court  
www.clerkofcourts.municipal.co.clark.oh.us

**Clermont**  
Court of Common Pleas, Domestic Relations Division  
www.domesticcourt.org

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

County Municipal Court  
www.clermontclerk.org

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

Court of Common Pleas, Probate and Juvenile Divisions  
www.cccler.org (probate only)

County Municipal Court  
www.ccclerk.org

East Liverpool Municipal Court  
www.ccclerk.org

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

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

**Cuyahoga**  
Bedford Municipal Court  
www.bedfordmuni.org
Berea Municipal Court
www.bereamunicourt.org

Cleveland Heights Municipal Court
www.clevelandheightscourt.com

Cleveland Municipal Court
www.clevelandmunicipalcourt.org

Cleveland Municipal Court, Housing Division
www.clevelandmunicipalcourt.org

Court of Common Pleas, Domestic Relations Division
www.cuyahoga.oh.us/domestic

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

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

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

Garfield Heights Municipal Court
www.ghmc.org

Lakewood Municipal Court
www.lakewoodcourtoh.com

Rocky River Municipal Court
www.rrcourt.net

Shaker Heights Municipal Court
www.shakerheightscourt.org

Defiance
Court of Common Pleas, General and Domestic Relations Divisions
www.defiance-county.com/commonpleascourt.html
Delaware
Court of Common Pleas, General and Domestic Relations Divisions
www.co.delaware.oh.us/court/index.html

Court of Common Pleas, Probate and Juvenile Divisions
www.co.delaware.oh.us/jvc

Delaware County Municipal Court
www.municipalcourt.org

Erie
Court of Common Pleas, Domestic Relations and Juvenile Divisions
www.erie-county-ohio.net

Court of Common Pleas, Probate Division
www.erie-county-ohio.net

Vermilion Municipal Court
www.vermilionmunicipalcourt.org

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

Fairfield County Municipal Court
www.fairfieldcountymunicipalcourt.org

Fayette
Washington Courthouse Municipal Court
www.ci.washington-court-house.oh.us

Franklin
Court of Common Pleas, Domestic Relations and Juvenile Divisions
www.fccourts.org/drj

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.fcmcclerk.com

County Municipal Court, Environmental Division
www.fcmcclerk.com

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

Geauga
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
Fairborn Municipal Court
ci.fairborn.oh.us/Court/municipal-court.htm

Court of Common Pleas, Domestic Relations Division
www.co.greene.oh.us/courts.htm

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

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

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

Guernsey
Court of Common Pleas, General and Domestic Relations Divisions
www.guernseycountycpcourt.org
Hamilton
Court of Common Pleas, Domestic Relations Division
www.hamilton-co.org

Court of Common Pleas, General Division
www.hamilton-co.org

Court of Common Pleas, Juvenile Division
www.hamilton-co.org/juvenilecourt

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

County Municipal Court
www.hamilton-co.org/municipal_court and courtclerk.org

Hancock
Court of Common Pleas, General and Domestic Relations Divisions
www.co.hancock.oh.us/commonpleas

Court of Common Pleas, Probate and Juvenile Divisions
www.co.hancock.oh.us/probate/probate.htm

Henry
Napoleon Municipal Court
www.napoleonohio.cc/court.html

Highland
Hillsboro Municipal Court
www.hillsboroohio.net/municipal_court.htm

Hocking
Hocking County Municipal Court
www.hockingmunicipalcourt.com

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

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

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

Mount Vernon Municipal Court
www.mountvernonmunicipalcourt.org

Lake
Court of Common Pleas, General Division
www2.lakecountyohio.org/courts

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

Mentor Municipal Court
www.cityofmentor.com/living/court.shtml

Painesville Municipal Court
www.pmcourt.com

Willoughby Municipal Court
www.willoughbycourt.com

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

Court of Common Pleas, General Division
www.lcounty.com/clerk of courts
Logan
Court of Common Pleas, General and Domestic Relations Divisions
www.co.logan.oh.us/commonpleas

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

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

Court of Common Pleas, Probate Division
www.loraincounty.com/probate

Lorain County Municipal Court
www.lorainmunicipalcourt.org

Elyria Municipal Court
www.elyriamunicourt.org

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

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

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

Maumee Municipal Court
www.maumee.org

Oregon Municipal Court
www.ci.oregon.oh.us

Sylvania Municipal Court
www.sylvaniacourt.com
Toledo Municipal Court
www.toledomunicipalcourt.org

Toledo Municipal Court, Housing Division
www.toledomunicipalcourt.org

**Madison**
Court of Common Pleas, General and Domestic Relations Divisions
www.co.madison.oh.us

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

**Mahoning**
Court of Common Pleas, Domestic Relations Division
www.mahoningdrcourt.org

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

**Medina**
Court of Common Pleas, Domestic Relations Division
www.medinadomesticrelations.com

Court of Common Pleas, General Division
www.medinacommonpleas.com

Medina Municipal Court
www.medinamunicipalcourt.org

Wadsworth Municipal Court
www.wadsworthmunicipalcourt.com

**Miami**
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

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

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

County Court of Common Pleas, General Division  
www.montcourt.org

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

Dayton Municipal Court  
www.daytonmunicipalcourt.org

Vandalia Municipal Court  
www.vandaliacourt.com

Muskingum  
Muskingum County Court  
www.muskingumcountycourt.org

Zanesville Municipal Court  
www.coz.org/municipal_court.cfm

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

Ottawa County Municipal Court  
www.ottawacountymunicipalcourt.com

Pickaway  
Court of Common Pleas, General and Domestic Relations Divisions  
www.pickawaycountycpcourt.org
Court of Common Pleas, Probate and Juvenile Divisions
www.pickaway.org/juvenile

Circleville Municipal Court
www.circlevillecourt.com

**Portage**
Court of Common Pleas, Domestic Relations Division
www.co.portage.oh.us

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

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

County Municipal Court, Kent
www.co.portage.oh.us

County Municipal Court, Ravenna
www.co.portage.oh.us

**Preble**
Eaton Municipal Court
www.eatonmunicipalcourt.com

**Richland**
Court of Common Pleas, Domestic Relations and Juvenile Divisions
www.richlandcountyoh.us

Court of Common Pleas, General Division
www.richlandcountyoh.us

Mansfield Municipal Court
www.docket.webxsol.com/mansfield

**Ross**
Court of Common Pleas, General and Domestic Relations Divisions
www.co.ross.oh.us
Chillicothe Municipal Court
www.chillicothemunicipalcourt.org

Sandusky
County Court #1
www.sandusky-county.org

County Court #2
www.sandusky-county.org

Court of Common Pleas, General and Domestic Relations Divisions
www.sandusky-county.org

Scioto
Court of Common Pleas, General Division
www.sciotocountycp.org

Portsmouth Municipal Court
www.portsmouth-municipal-court.com

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

Sidney Municipal Court
www.sidneyoh.com

Stark
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.starkcjis.org
www.alliancecourt.org
Canton Municipal Court
www.cantoncourt.org
www.starkcjis.org

Massillon Municipal Court
www.strakcjis.org

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

Court of Common Pleas, General Division
www.summitcpcourt.net

Court of Common Pleas, Juvenile Division
www.co.summit.oh.us/JuvenileCourt/index.htm

Court of Common Pleas, Probate Division
www.summitohioprobate.com

Akron Municipal Court
www.courts.ci.akron.oh.us

Barberton Municipal Court
www.cityofbarberton.com/clerkofcourts

Cuyahoga Falls Municipal Court
www.cfmunicourt.com

Trumbull
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
Tuscarawas
  Court of Common Pleas, General and Domestic Relations Divisions
  www.co.tuscarawas.oh.us

  New Philadelphia Municipal Court
  www.npmunicipalcourt.org

Union
  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

  Marysville Municipal Court
  www.co.union.oh.us/municipalcourt

Van Wert
  Court of Common Pleas, General and Domestic Relations Divisions
  www.vwcommonpleas.org

Warren
  Court of Common Pleas, Domestic Relations Division
  www.co.warren.oh.us/clerkofccourts/courts

  Court of Common Pleas, General Division
  www.co.warren.oh.us/clerkofccourts

  Court of Common Pleas, Probate and Juvenile Divisions
  www.co.warren.oh.us/juvenile

  Mason Municipal Court
  www.masonmunicipalcourt.org

Washington
  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**

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

**Williams**

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

**Wood**

Court of Common Pleas, Probate and Juvenile Divisions
www.probate-court.co.wood.oh.us

Bowling Green Municipal Court
www.bgcourt.org

Perrysburg Municipal Court
www.perrysburgcourt.com

**Wyandot**

Court of Common Pleas, General, Domestic Relations, Probate and Juvenile Divisions
www.udata.com