Eighth District Court of Appeals Technology Plan

In accordance with Loc.R. 35, this Technology Plan provides an overview of the Eighth District Court of Appeals use of technology in the delivery of court services and maintenance of judicial operations. The applications outlined in this Plan include both public-facing technologies serving litigants, attorneys, members of the public, and other justice system stakeholders, as well as internal technology systems utilized by judicial officers and court staff. Information technology ("IT") infrastructure information is not included in this list for safety and security reasons, including firewall, storage system, backup, anti-virus disaster recovery, and cyber security.

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

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
CCJIS	Docket	Public docket on web	Clerk

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Outlook	Communication with parties	Email	Mediator/Conference Attorney and Administrative Assistant
Zoom	Accom. parties for remote participation	Email	Mediator/Conference Attorney

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
CCJIS	E-filing	Web account and email	Clerk

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
CCJIS	Notice of hearings	Mail/email	Clerk
Zoom	Virtual hearings	Email; also available on court website	Court Admin.; Assignment Commissioner; Admin. Asst
DCR/BIS	Audio record hearings	Vendor and training from other court employees	Court Admin.; Bailiffs; Asst. Systems Manager

E. Public Access
The Court uses the following applications to provide access to the public (e.g., online docket access, online calendar, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Website	Information	Public website	County DoIT; Systems Manager; and Court Administration
Zoom	Accommodate remote public access to hearings	Email, website, and Local Rule	Court Admin; Bailiffs; and Admin. Assist.
Telephonic Interpretation Program	Interpreting services	Telephone	Court Administration

DCR	Access to recorded oral argument hearings	Email, website, and telephone	Asst. Systems Manager; Admin. Asst; and Court Admin.

F. Special Accommodations

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
ZOOM	Remote Hearings	Email	Court Administration
Telephonic Interpretation Program	Interpreting Services for People at our Front Counter	Telephone	Court Administration

G. Website

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
SiteFinity	Website Design and Maint.	Internal Only/Training	County DoIT