



Technology Plan Guidance

for Local Courts





THE SUPREME COURT *of* OHIO

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Judge George McCarthy, Athens County Common Pleas Court

Judge Deborah Nicastro, Garfield Heights Municipal Court

Judge Melissa Roubic, Portage County Common Pleas Court

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Technology Plan Guidance

Effective July 1, 2022, courts are required by Superintendence Rule 5 to adopt, by local rule, a technology plan. The Supreme Court of Ohio, in collaboration with the Ohio Judicial Conference's Technology Committee, has developed the following guidance to assist courts in the development of this plan.

This guidance includes:

- Instructions for developing a technology plan
- Technology Plan Template – a framework of a technology plan designed to be customized to meet the individual needs of a local court
- Buckeye County Court Sample Technology Plan – a completed technology plan of a fictional court that contains hyperlinks to examples of actual court applications, user instructions, and policies
- Local Rule Template – a template local courts can use when drafting their local rule adopting their technology plan
- Buckeye County Court Sample Local Rule – a fictional local rule for Buckeye County Court adopting its technology plan

Objectives of the Technology Plan

A technology plan pursuant to Sup.R. 5 determines how a court will efficiently and effectively use technology in the delivery of court services. As courts seek to modernize their operations, the technology plan includes a comprehensive strategy for implementing and maintaining technology solutions for services such as conducting remote hearings, electronic filing, the acceptance of electronic signatures, and other technology-related solutions utilized by the court.

The technology plan focuses on the end-user by identifying the procedures for notifying and providing instructions to the public on how to use the technology solutions and how these solutions will comply with any accessibility accommodation requirements, including any applicable requirements of the Americans with Disabilities Act.

The plan should include the following:

- Development or purchasing of software and licenses
- Maintenance and upgrades of hardware
- Organization of software media
- Implementation of major technology innovations
- Technical training of staff
- Accommodation of user accessibility needs
- Identification of user instructions

The technology plan determines how technology will be maintained and upgraded over the course of a short span of time (generally three to four years due to the evolving nature of technology). It also identifies goals for using technology to improve court processes. The technology plan should be regularly reviewed and updated to reflect new priorities. Additionally, the plan should include a section for the court's wish list of technological solutions that may be feasible in the longer term as resources allow.



The technology plan is meant as a resource and planning document for the court. It is also intended to ensure the court provides the public user with enough information so the user has an appropriate level of understanding to effectively use the court's services. The details of the court's security protocols should be documented separately in accordance with Ohio Court Security Standard 16. There is no exception to public access in Sup.R. 44-47 for this plan. Courts are not required by Sup.R. 5 to submit their plans to the Supreme Court.

Considerations

- A court's technology plan will be unique and based upon the specific services it offers.
- There may be special considerations that are only applicable to one type of jurisdiction (e.g., juvenile courts have limitations on what records are available to the public).
- There will be users who are unable to follow the procedure the court has developed because of limited resources, disability, or need for an accommodation. The court must have an alternative procedure available to ensure appropriate access to court services.
- Courts are encouraged to create an appendix to the Technology Plan to outline user instructions and alternative procedures.

Instructions for Developing a Technology Plan Using the Technology Plan Template

1. Using the Technology Plan Template, identify the operational categories that are appropriate for your court (e.g., case management, filing, fiscal, and hearings). Not all of the categories listed in the template will be applicable to courts of all jurisdictions.
2. List the applications currently being used to conduct applicable court services under each operational area, along with the purpose of the application, how users receive instructions, and the department or role (e.g., IT manager, court administrator, Human Resources Director) that is responsible for overseeing that application.

Some services may not have an “application” but may require hardware. For example, a court may accept fax filings. In these situations, the court should list the equipment needed for the service.

Examples:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
GoToZoomX	Video conferencing software used to conduct remote hearings	Instructions can be found: scheduling order, hearing notice, and court website	Judge’s bailiff serves as the technical “producer” and troubleshoots user issues.
InLook	Accept court filings via electronic mail	Instructions can be found on the clerk of court’s website	Court IT manager
Fax machine	Accept court filings via facsimile	Instructions can be found on the clerk of court’s website	Court IT manager

3. Identify future implementation plans for applicable operational categories. These are services or initiatives the court will implement within 3-5 years after the plan has been created. For example, the court may need time to collect data in order to make a request to its funding authority.
4. Identify the court’s wish list of technology solutions that may be implemented in the longer term should resources allow. For example, the court may seek grant funding to purchase a new application or an upgrade to an existing application.



Technology Plan Template

In accordance with Local Rule XX, this Technology Plan provides an overview of the INSERT NAME Court's utilization of technology in the delivery of court services and maintenance of judicial operations. The applications outlined in this Plan include both public-facing technologies serving litigants, attorneys, members of the public, and other justice system stakeholders, as well as internal technology systems utilized by judicial officers and court staff. 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 attorneys, parties, and the public to be aware these services are available for case management, case filing, recordkeeping, efficient communications, and administrative functions
- Provide a list of the Court's IT functions and applications that support serving the public
- Assist the Court in more readily identifying opportunities for improved efficiency and cost savings through the use of technological solutions
- Promote the alignment of IT initiatives with the goals of the Court

A. Case Management

The Court uses the following applications to manage 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

Courts may want to cross reference their Case Management plans pursuant to Sup.R. 5.

B. Clerk of Court Functions

The following applications are used in the performance of clerk related functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

C. Detention Center Management

The Court uses the following applications in managing its detention center:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

D. 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

E. Evidence Management

The Court uses the following applications to manage the receipt, distribution, and retention of evidence:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

F. Filing

The following applications are used 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

G. Fiscal

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

H. 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

I. Human Resources

The Court uses the following applications to perform human resource functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

J. Interfacing with Other Entities

The Court integrates with the following applications (e.g., clerk of courts if separate, Ohio Courts Network, Bureau of Criminal Investigation, Bureau of Motor Vehicles, county jail or correctional facility, etc.):

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

K. Jury Management

The Court uses the following applications to manage its jury services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

Courts may want to cross reference their jury management plans pursuant to Sup.R. 5.

L. Probation

The Court uses the following application to perform probation services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

M. Public Access

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

N. Records Management/Retention

The Court uses the following applications to manage and retain records (e.g., document imaging, etc.)

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

O. 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

P. Victim Services

The Court uses the following applications to provide victim services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

Q. Website

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible

Buckeye County Court Sample Technology Plan

This sample technology plan is designed to assist courts in developing their technology plan as required by Sup.R. 5. The Buckeye County Court Sample Technology Plan contains “operational areas” that may not be applicable to all courts. Similarly, courts may utilize “operational areas” not identified in this sample.

In accordance with Local Rule 5.2, this Technology Plan provides an overview of the Buckeye County Court’s utilization of technology in the delivery of court services and maintenance of judicial operations. The applications outlined in this Plan include both public-facing technologies serving litigants, attorneys, members of the public, and other justice system stakeholders, as well as internal technology systems utilized by judicial officers and court staff. Information Technology infrastructure information is not included in this list for safety and security reasons, including firewall, storage system, backup, anti-virus, disaster recovery, and cyber security.

The purpose of this Plan is to:

- Define how the Court uses technology to support attorneys, parties, and the public to be aware these services are available for case management, case filing, recordkeeping, efficient communications, and administrative functions
- Provide a list of the Court’s IT functions and applications that support serving the public
- Assist the Court in more readily identifying opportunities for improved efficiency and cost savings through the use of technological solutions
- Promote the alignment of IT initiatives with the goals of the Court

A. Case Management

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Court Case Manager	Case management software utilized by Court staff and Clerk of Court	Vendor training materials	Court IT Manager
Check In R Us	Check in software on kiosk used by participants in a case	Hearing notice, subpoena, courthouse signage	Experienced Staff

The Court uses *Court Case Manager* as its case management system. Pursuant to Local Rule 5.1, the Court’s Case Management Plan outlines the case management schedule designed to ensure the timely disposition of cases. *Court Case Manager* contains docketing, case-related financial information, and internal case notes. This application is used by both Court staff and the Clerk of Court’s Office. Employees watch online tutorial videos provided by *Court Case Manager* and receive access to a testing site on which to practice.

Check In R Us is a software application installed on the Court’s kiosk where attorneys, parties, witnesses, and other court participants check in for their scheduled hearing. The software notifies the judicial officer that all necessary individuals have arrived so that the proceeding can begin. Attorneys and parties receive instructions to proceed to the kiosk upon arrival in their hearing notice and subpoena. Additionally, there is signage in multiple locations in the courthouse with similar instructions. *Check In R Us* integrates with *Court Case Manager* to access real-time docket information and judicial officer assignment. Court staff receive a user manual on how to use the software and operate the kiosk.

B. Clerk of Court Functions

The Clerk of Court uses the following applications to perform its clerk-related functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Court Case Manager	Case management software utilized by Court staff and Clerk of Court	Vendor training materials	Clerk of Court Staff
Court Case Manager	Digital notifications sent by Clerk staff	Vendor training materials, Clerk’s SOP manual	Clerk of Court Staff
Court Case Manager	Online case information for public	Clerk of Court’s and Court website	Clerk of Court Staff
ScanMyDoc	Document imaging software utilized by Clerk staff	Vendor training materials, Clerk’s SOP manual	Clerk of Court Staff
Pay Anytime	Online payment software used by public	Clerk’s website	Clerk of Court Staff

See **Case Management Section** above for information on *Court Case Manager* case management software.

Court Case Manager has a module that sends digital reminders of hearing dates to parties and their attorneys. Text messages are sent once the hearing has been scheduled in the system, 3 days prior to the hearing date, and the day before the hearing date. At the first court appearance, parties and attorneys are asked to complete a contact information sheet that collects their cell phone numbers. This sheet explains they will receive 3 text messages for each scheduled hearing and provides the option of opting out of these reminders. Should an individual decline the notification, a change is made in *Court Case Manager* to stop the delivery of future notifications. Parties and attorneys are asked at each subsequent court appearance if their contact information has changed. Court employees watch online tutorial videos provided by *Court Case Manager* and receive access to a testing site on which to practice. The process for collecting the contact information sheet is outlined in the Clerk’s Standard Operating Procedure Manual.

The Court provides online access to case information and court documents through an integration of *Court Case Manager* and *CourtWeb*, the Court’s website host. The public must agree to terms and conditions before entering the online case information website. The terms and the Court’s privacy policy align with Superintendence Rules 44-47 that restrict public access to certain types of case information, as well as policies under Ohio Court Security Standard 16 that protect confidential information. Access to this website is also available on the Clerk of Court’s website. User instructions can be found on the webpage housing the case record search functions. In addition to written instructions, there are short YouTube videos showing examples of how to search for case information.¹

¹ Example: Cleveland Municipal Court created YouTube video instructions on how to conduct searches within its application. (<https://portal.cmcoh.org/cmcpportal>). Additionally, some case management systems offer the ability to include instructions within the public-facing search portal.

The Clerk of Court uses *ScanMyDocs* to scan and electronically store court records and other documents. This software integrates with *Court Case Manager* and *CourtWeb* to allow for online access to records. Clerk employees watch online tutorial videos provided by the vendor and receive access to a testing site on which to practice.

Pay Anytime is used to accept online payments of court-related fees and fines. Users are provided with instructions on how to locate their case information and the amount due on the Clerk’s website. Users must agree to a terms and conditions policy before entering the online payment portal. *Pay Anytime* integrates with *Court Case Manager* to provide real-time updates when payments are made. It also integrates with Accounting for Courts, the accounting software used by the Clerk.

Court Samples

Authorization for Digital Notifications

- [Cuyahoga County Common Pleas Court](#)
- [Franklin County Municipal Court](#)
- [Lucas County Juvenile Court](#)
- [Mahoning County Domestic Relations Court](#)

Online Case Information – Conditions of Use & Privacy Policy

- [Cleveland Municipal Court](#)
- [Cuyahoga County Clerk of Courts](#)
- [Fairfield County Common Pleas and Municipal Court](#)
- [Franklin County Clerk of Courts](#)
- [Tuscarawas County Common Pleas Court](#)
- [Wood County Clerk of Courts](#)

Online Payment

- [Cleveland Municipal Court - notice and legal disclaimer](#)
- [Franklin County Municipal Clerk of Courts](#)
- [Lake County Clerk of Courts](#)
- [Mahoning County Courts](#)
- [Montgomery County Municipal Courts - privacy policy](#)

C. Detention Center Management

The Court uses the following applications in managing its detention center:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Detention Case Manager	Case management software for juvenile detention center	Vendor provided training materials	Court IT Manager

The Court uses the *Detention Case Manager* to house information about the youth being held at its juvenile detention center. This system allows court staff, detention center personnel, medical staff, and treatment providers access to information about the youth’s case, medical services being received, treatment plan, services being provided, etc. Access to information is restricted based upon the user’s role. *Detention Case Manager* integrates with *Court Manager* so that information is updated in real-time when a juvenile’s detention status changes. Users watch online tutorial videos to learn how the software functions.

D. 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
Mediation Online	Online Dispute Resolution	Email from Court, vendor training materials	Dispute Resolution Department
GoToZoomX	Conduct virtual mediations	Email from Court, vendor training materials	Dispute Resolution Department

The Court offers online dispute resolution (ODR) using *Mediation Online* to help parties facilitate the resolution of a legal dispute on their own. Court staff identifies cases that may be appropriate for ODR based upon court-determined criteria. Once selected, parties agree to participate and the Dispute Resolution Department will contact each party to ensure all participants have access to the required equipment and internet service. Participants will then receive instructions via email from the Dispute Resolution Department on how to register for an account on the *Mediation Online* platform. Tutorial videos are available on the Court’s website to help participants use the platform.² Court staff watch tutorial videos and are given a training manual on how to use *Mediation Online*.

The Court also uses *GoToZoomX*, a video-conferencing application, to provide virtual mediation services. Parties can request virtual mediation once their case has been referred to mediation by the Court. The Dispute Resolution Department contacts each party to schedule the virtual mediation and will ensure all participants have access to the required equipment and internet service. Court staff can access online how-to videos from the vendor’s website on how to utilize the application.

Court Samples

Online Dispute Resolution

- [Akron Municipal Court](#)
- [Ashland County Common Pleas Court](#)
- [Darke County Municipal Court](#)

E. Evidence Management

The Court uses the following applications to manage the receipt, distribution, and retention of evidence:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
e-Evidence Manager	Digital repository for evidence	Email from Court, Court website, vendor training materials, Court’s SOP	Court IT Manager

² Example: The Supreme Court of Ohio created additional video instructions on how to use the online dispute resolution web-based platform. (www.supremecourt.ohio.gov/JCS/disputeResolution/OH-Resolve/default.asp).

The Court has a central, web-based evidence portal, *e-Evidence Manager*, that provides online access to evidence in a digital format. Access is granted with specific permissions for attorneys, parties, witnesses, judicial officers, jurors, and Clerk staff. Digital evidence can be uploaded by law enforcement, defense counsel, expert witnesses, and other necessary individuals.

Once a case is open, a notification email is automatically sent to the appropriate individuals (e.g., the prosecution, defense attorney, and law enforcement agency assigned to the case) to register for an account in *e-Evidence Manager*. Once registered, evidence may be uploaded and viewed by those who have been granted permission. *e-Evidence Manager* is compliant with FBI Security Protocols. User instructions are contained in the email sent after a case is opened, as well a user guide can be found on the Court’s website.³ This information can also be shared with the Court’s Official Reporter. Court staff watch tutorial videos and have access to a testing portal. Procedures for granting access by person type are outlined in the Court’s Standard Operating Procedure Manual.

Court Samples

Evidence Management

- [Arizona Judicial Branch](#)
- [Indiana Supreme Court](#)
- [Orange County California Superior Court](#)

F. Filing

The Court and Clerk of Court use 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
Court Case Manager	Electronic court filings	Clerk of Court’s website, vendor training materials, Clerk’s SOP manual	Clerk of Court
InLook	Electronic court filings	Clerk of Court’s website	Experienced Staff
Fax machine	Electronic court filings	Clerk of Court’s website	Experienced Staff
DocuSignature	Electronic signatures	Vendor provided training materials and website	Clerk of Courts

The Clerk of Court accepts filings electronically via *Court Case Manager*’s electronic filing module, email, and fax in accordance with Local Rule 4.1. Users are required to register and create an account with the e-filing application. Instructions on how to file documents using each of these methods are placed on the Clerk’s and Court’s websites, as well as an instructional YouTube video.⁴ Staff is provided instructional videos and a testing site where they can upload sample documents. Procedures for accepting electronic filings via *Court Case Manager*, email, and fax are outlined in the Clerk’s Standard Operating Procedure Manual.

³ Example: Garfield Heights Municipal Court has instructions and information regarding its digital evidence management system on its website. (<https://www.ghmc.org/virtual-court/caselines>)

⁴ Example: Montgomery County Probate Court offers an instruction manual and YouTube training video on its website created by the application’s vendor, including a recording of an attorney training (https://www.mcoho.org/government/courts/common_pleas_court_-_probate_division/efiling.php)

InLook is an email software utilized by all members of the Court and Clerk of Court’s Office. A dedicated email address and inbox have been established for the acceptance of electronic filings. Guidelines are set forth in Local Rule 4.1 with more detailed instructions found on the Clerk of Court’s website. Staff is trained on using this application upon hiring if necessary. Instructions can be found on the vendor’s website.

The Court and Clerk of Court accepts electronic signatures pursuant to Local Rule 19.1. *DocuSignature* provides a secure, web-based application for users to electronically sign court documents. This application integrates with the e-filing module *Court Case Manager* and is frequently used in conjunction with *InLook* to electronically send signed documents via email. Individuals electronically signing documents must agree to terms and conditions beforehand.

Court Samples

<p>Electronic Filing</p> <ul style="list-style-type: none"> • Erie County Common Pleas Court • Franklin County Common Pleas General, Domestic Relations & Juvenile Divisions • Garfield Heights Municipal Court; see also Local Rules 6 and 7 • Hamilton County Common Pleas Courts, General & Domestic Relations Divisions, and Municipal Court • Lucas County Juvenile Court - email filing • Montgomery County Probate Court • Shelby County Common Pleas Court • Tuscarawas County Common Pleas Court - email and fax filing 	<p>Electronic Signatures</p> <ul style="list-style-type: none"> • Cuyahoga County Probate Court • Franklin County Common Pleas Courts • Geauga County Common Pleas Court • Montgomery County Domestic Relations Court
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G. Fiscal

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Paid in Full	Accounting software	Vendor training materials	Fiscal Department
EXCEL-Lent Financial	Spreadsheet software	Vendor training materials	Fiscal Department

The Court uses *Paid in Full* to perform financial management and accounting functions. This application imports information from *Pay Anytime* and *Court Case Manager* regarding payments received for court fines and fees. This software is also used to create and track purchase orders and invoices submitted to the Buckeye County Auditor’s Office. Fiscal Department employees receive training materials provided by the vendor.

The Court also uses *EXCEL-Lent Financial* software to prepare budgetary reports, forecasts, and miscellaneous spreadsheets. Staff is trained on using this application upon hiring if necessary. Instructions can be found on the vendor’s website.

H. 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
Court Hearing Recorder	Digital recording	Vendor training materials	Bailiffs and Clerical Staff
GoToZoomX	Conduct remote hearings/appearances	Email from court, website, vendor training materials	Experienced Staff
Share My Evidence	Presentation software to display exhibits	Court website, vendor training materials	Experienced Staff

Court Hearing Recorder is the digital recording application the Court uses to record court proceedings that are conducted in the courtroom. Parties seeking a recording of a hearing or case must complete a request for a transcript or an audio copy of a hearing on the prescribed Request for Recording Form that is available on the Clerk's website pursuant to Local Rule 7.2. Staff is given user instructions to learn how to use the application.

The Court utilizes *GoToZoomX* to allow participants in a court proceeding to appear remotely. This video-conferencing application utilizes video and audio functionality so that the Court and the participants are able to see and communicate with one another in real-time. The Court has developed a Hearing Management Plan that identifies the types of proceedings where remote appearances may be permitted in accordance with Local Rule 12.3. [See Appendix A for a sample local rule regarding remote appearances and Hearing Management Plan.] Participants are emailed instructions on how to log on to *GoToZoomX*. Instructions are also available on the Court's website. Staff is trained using tutorial videos on the vendor's website. [See Appendix B for sample participant instructions.]

The Court uses *Share My Evidence* presentation software to display exhibits in the courtroom. This software is loaded onto the audio/visual cart in each courtroom that can be used by attorneys and self-represented litigants. The Court's website contains instructions on how to use *Share My Evidence*. Staff is trained from instructions available on the vendor's website.

Court Samples

Request for a Recording

- [Cuyahoga County Juvenile Court](#)
- [Franklin County Municipal Court](#)
- [Lake County Common Pleas Court](#)
- [Montgomery County Common Pleas Court](#)

Video-Conferencing Application for Remote Appearances/Hearings

- [Akron Municipal Court](#)
- [Canton Municipal Court](#)
- [Darke County Common Pleas Court - Local Rule](#)
- [Garfield Heights Municipal Court](#)
- [Hamilton County Domestic Relations Court](#)

Presentation Software/Courtroom Technology

- [Clermont County Common Pleas Court](#)
- [Delaware County Domestic Relations Court](#)
- [Montgomery County Court of Common Pleas - Technology Request Form](#)
- [Ohio Court of Claims](#)

I. Human Resources

The Court uses the following applications to perform human resource functions:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
ComeWork4Me	Online employment application form	Court website	Human Resources

The Court uses *ComeWork4Me* as an online job application form. This application allows applicants to access and complete the employment application form from the Court's website. User instructions are posted on the Court's website. Human Resources staff are given an instructional manual provided by the vendor.

The Court's Human Resources and payroll applications are maintained and operated by the Buckeye County Auditor's Office.

J. Interfacing with Other Entities

The Court integrates with the following applications:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Ohio Courts Network	Case disposition and offender reporting	Vendor training materials	Experienced staff
Ohio Community Supervision System	Offender supervision and reporting	Internal training	Bailiffs and Probation Officers
Bureau of Criminal Investigation	Statutory reporting requirements	Vendor training materials	Court Staff and Clerk of Court Staff

The Court interfaces with the above-listed applications. Procedures for utilizing these applications are set forth in the Court’s Standard Operating Procedure Manual. Instructions for use are provided by the vendor.

K. Jury Management

The Court uses the following applications to manage its jury services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Jury Court Manager	Jury management	Vendor training materials and website	Jury Commissioner

The Court uses *Jury Court Manager* to manage its jury services in accordance with its jury management plan set forth in Local Rule 8.4. This application allows jurors to complete questionnaires online, as well as to electronically check in using a customized URL or QR code. Prospective jurors receive instructions on how to access the questionnaire in the jury service notification letter. The letter includes directions to visit the Court’s Jury Services webpage for additional details. A QR code is also included in the letter that takes the prospective juror to the Court’s Jury Services webpage. Court employees watch training videos on the vendor’s website.

Court Samples

Jury Management

- [Cuyahoga County Common Pleas Court](#)
- [Franklin County Common Pleas Court](#)
- [Montgomery County Common Pleas Court](#)
- [Summit County Common Pleas Court](#)

L. Probation

The Court uses the following applications to perform probation services:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Court Case Manager	Probation case management services	Vendor training materials	Probation Supervisor

The Court uses the probation case management module of *Court Case Manager*, its overall case management system. This module tracks probationer monitoring activities such as appointment check-ins, drug screening results, and provider appointments. Probation staff is training on how to use this module by watching tutorial videos available on the vendor’s website.

M. Public Access of Court Hearings

The Court uses the following applications to provide access to the public of court hearings:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Court Tube	Live streaming of court hearings	Vendor training materials and website	Court IT Manager

The Court uses *CourtTube* to live stream hearings in accordance with Local Rule 7.5. The public can access the link *CourtTube* on the Court's website. Viewers agree to a user policy before being directed to the live stream. Instructions are found on the Court's website. Staff access instructions on the vendor's website.

Court Samples

Live Streaming of Court Hearings

- [Ashland County Common Pleas Court](#)
- [Franklin County Common Pleas Court](#)
- [Licking County Municipal Court](#)
- [Ottawa County Common Pleas Court](#)

N. Records Retention/Management

The Court uses the following applications to manage and retain records:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Records in the Cloud	Cloud-based record storage	Vendor training materials	Court Administrator
Scan My Doc	Document imaging software	Vendor training materials	Court Administrator

The Court uses *Records in the Cloud* to store administrative records, digital recordings of court proceedings, and other documents. This application maintains these files in a secure, cloud-based application. Staff is given an instructional manual. Records are retained and managed in accordance with the Court's record retention policy.

The Court uses *Scan My Doc* to image administrative and other court-related documents. This software integrates with *Records in the Cloud*, the application used for long-term storage of the Court's files.

O. Special Accommodations

The Court uses the following applications to provide services for participants needing special accommodations:

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Language Line	Foreign language Interpreter services	Supreme Court's website	Court staff and Clerk of Court

The Court provides interpreter services to non- and limited-English proficiency court users through *Language Line*. Services for these individuals are set for in the Court's Language Services Plan. The Court has signage posted in conspicuous locations around the courthouse. Additionally, instructions and a quick reference guide are placed in the Clerk of Court's Office, and to users. Staff is trained on using *Language Line* from instructions on the [Supreme Court's website](#).

Court Samples

Interpreting Services

- [Cleveland Municipal Court](#)
- [Cuyahoga County Domestic Relations Court](#)
- [Franklin County Domestic Relations & Juvenile Court](#)
- [Franklin County Municipal Court](#)

P. Victim Services

The Court does not utilize any specific applications for victim services. However, the Court recognizes that victims have a right to appear and be heard, have an advocate, and seek victim services. Victims may request special accommodations in the exercise of those rights resulting in the Court utilizing one or more of the applications referenced in this plan (e.g., appearing remotely).

Q. Website

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

Application	Purpose	How Users Receive Instructions	Dept/Role Responsible
Websites by Design	Website development application	Vendor training materials	Court IT Manager
CourtWeb	Website host	Vendor training materials	Court IT Manager

The Court uses *Websites by Design* to develop its website. This application integrates with *CourtWeb*, the website hosting platform. These applications are managed by the Court's IT Manager. IT staff are given vendor-provided instructions and access to a test website.

FUTURE IMPLEMENTATION PLANS

Using the operational categories set forth above, the Court intends to acquire and/or implement the following technologies over the next 3 years.

A. Clerk of Court Functions

New Application	Purpose	How Users Receive Instructions	Dept/Role Responsible	Funding Secured (Yes/No)
	Create an online authorization for digital notifications	Court website	Clerk of Court	Yes

B. Records Retention

New Hardware	Purpose	Dept/Role Responsible	Funding Secured (Yes/No)
Scanner	Use with Scan My Doc document imaging software	Court Administrator	Yes

C. Special Accommodations

New Application	Purpose	How Users Receive Instructions	Dept/Role Responsible	Funding Secured (Yes/No)
	Create an online request form for interpreters	Court website	Clerk of Court	Yes
Interpreters 24/7	Video Remote Interpreting	Email from Court; Court website	Court staff and Clerk of Court	No

Wish List

Virtual Help Center: To create a virtual help center for self-represented litigants. This would allow parties to access legal resources and assistance using a remote platform instead of having to come to the courthouse.

Appendix

Appendix A: Sample Local Rule – Remote Appearances

Appendix B: Sample Participant Instructions for Participating in a Remote Hearing Using GoToZoomX

Appendix A: Sample Local Rule – Remote Appearances

Local Rule 12.3. Remote Appearances

The intent of Local Rule 12.3 is to promote uniformity in the practices and procedures related to remote appearances in cases where such an appearance is permitted by these rules, court order, statute, or other rules of court. “Remote” is defined as the use of live two-way video or audio technology. Notwithstanding any other provisions of this Rule, a judge may order a party’s personal appearance in Court for any conference, hearing, or proceeding.

- (A) **Telephone Appearances.** The Court may conduct conferences, hearings, and proceedings via telephone with attorneys and unrepresented parties in accordance with the Hearing Management Plan set forth in Division (F) of this Rule.
- (1) All evidentiary proceedings involving a telephone appearance must be recorded and reported to the same extent as if the participants had appeared in person.
 - (2) The Court may specify the time and the person who will initiate the conference and any other matter or requirement necessary to accomplish or facilitate the telephone appearance.
 - (3) Upon convening a conference, hearing, or proceeding involving a telephone appearance, the Court shall recite the date, time, case name, case number, names and locations of parties and counsel, and the type of conference, hearing, or proceeding.
 - (4) The Court may require a party to appear in person, including video conferencing, at a conference, hearing, or proceeding in which a telephone appearance is otherwise permitted if the Court determines a personal appearance would materially assist in the determination or effective management or resolution of the particular case.
 - (5) If at any time during a conference, hearing, or proceeding conducted by telephone, the Court determines a personal appearance, including video conferencing, is necessary, the Court may continue the matter and require a personal appearance.
- (B) **Video Conferencing.**
- (1) The Court may conduct conferences, hearings, and proceedings via a live two-way video conferencing platform with attorneys and unrepresented parties in accordance with the Hearing Management Plan set forth in Division (F) of this Rule.
 - (2) All evidentiary proceedings involving a video conference appearance must be recorded and reported to the same extent as if the participants had appeared in person.
 - (3) Upon convening a conference, hearing, or proceeding involving a video conference appearance, the Court shall recite the date, time, case name, case number, names and locations of parties and counsel, and the type of conference, hearing, or proceeding.
 - (4) The Court may require a party to appear in person at a hearing, conference, or proceeding in which a video conference appearance is otherwise permitted if the Court determines a personal appearance would materially assist in the determination or effective management or resolution of the particular case.
 - (5) If at any time during a hearing, conference, or proceeding conducted by video conference the Court determines a personal appearance is necessary, the Court may continue the matter and require a personal appearance.
- (C) **Confidential Attorney-Client Communication.** Provisions shall be made to preserve the confidentiality of attorney-client communications and privilege during any conference, hearing, or proceeding involving a telephone or video-conference appearance.

- (D) **Witnesses.** A witness may testify via telephone or video conference if not otherwise permitted by this Rule, statute, or other rules of court.
- (E) **Technical Standards and Equipment.** The equipment and platform used in any hearing or proceeding conducted under this Rule must conform to the following minimum requirements:
- (1) All participants must have the ability to hear and communicate with each other simultaneously.
 - (2) All participants must be able to see, hear, or otherwise observe any documents, physical evidence, or exhibits presented during the proceedings, either by video, facsimile, or other medium.
 - (3) The equipment or platform must allow for the Court to generate a verbatim record of the conference, hearing, or proceeding.
 - (4) The equipment or platform must be able to be used by people with disabilities to accommodate their disabilities under the Americans with Disabilities Act.
 - (5) The use of telephone or video-conferencing platform used to conduct the conference, hearing, or proceeding shall in no way abridge any right of the public.
- (F) **Hearing Management Plan.** The Court may conduct conferences, hearings, and proceedings in the following manner unless for good cause show:

Type of Proceeding	In Person	Video ¹	Telephone	Hybrid ²
Arraignments	X	X		X
Plea Hearings	X	X		X
Pretrial Hearings	X	X	X	X
Review/Status Hearings	X	X	X	X
Evidentiary Hearings	X	X		X
Sentencing Hearings	X	X		X
Post-Conviction Proceedings	X			
Motion Hearings	X	X	X	X
Traffic Proceedings	X	X		X
Civil Proceedings	X	X		X
Adjudication (Juvenile)	X	X		X
Disposition (Juvenile)	X	X		X
Administrative Proceedings	X	X	X	X

In Person: A hearing is conducted where the Court and all participants appear physically in the same location.

Video: A hearing is conducted using *GoToZoomX* where the Court and all participants appear remotely.

Telephonic: A hearing is conducted where the Court and all participants appear using a telephone.

Hybrid: A hearing is conducted using a combination of any of the above-listed appearance types (e.g., the Court appears in person in the courtroom and the remaining participants appear via *GoToZoomX*).

1 Some types of proceedings may require the consent of one or both parties to be conducted remotely using video-conferencing technology.

2 Some types of proceedings may require the consent of one or both parties to be conducted in a hybrid manner.

Appendix B: Sample Participant Instructions for Participating in a Remote Hearing Using GoToZoomX

You are scheduled to participate in a remote hearing. This means you will not go to the courthouse, but will participate using a computer, laptop, tablet, smartphone, or other device with a working camera and microphone.

The Court will be using *GoToZoomX* for the hearing. Please dress professionally, speak loudly and clearly, and act the same way you would if you were at the courthouse.

Upon receiving notice that you are scheduled for a remote hearing:

- Send the court a telephone number and an email address you will be using on the day of your hearing to buckeyecourt@buckeye.ohio.gov or call 555-248-5555 and leave a message. Make sure to include your name and case number. Contact the court immediately if your telephone number or email address changes before your scheduled hearing date.
- If you do not have access to the internet or a computer, laptop, tablet, smartphone, or other device for the remote hearing, contact the court at 555-248-5555 immediately, but no later than 48 hours in advance of the hearing date.
- If you need a special accommodation (e.g., interpreter, Americans with Disabilities Act (ADA) accommodation, etc.), contact the court at buckeyecourt@buckeye.ohio.gov or 555-248-5555.
- If you are not represented by an attorney, you will need to know how to:
 - Submit exhibits (documents and other evidence) to the Court using *e-Evidence Manager*. Instructions on how to use *e-Evidence Manager* are available on the Court's website at , and they will also be emailed to you.
 - Notify the Court of your witnesses. Witness lists should be emailed to buckeyecourt@buckeye.ohio.gov at least 10 days prior to the proceeding.

A week before your hearing:

- Visit www.buckeyecountycourt.gov for helpful instructions on how to use *GoToZoomX*, the video-conferencing platform or application that will be used for your hearing.
- Test your camera, speaker, and microphone before the hearing.
- If you are unable to get your device to work properly, contact the Court immediately at buckeyecourt@buckeye.ohio.gov or 555-248-5555, but no later than 48 hours before the hearing date.
- You will have the opportunity to talk privately to your attorney during the hearing. Discuss with your attorney how you want to communicate with each other.

The day before your hearing:

- Within 24 hours before the hearing, you will be emailed a link to use and more instructions. Please check your junk or spam filter if the email does not appear in your inbox.

If you do not receive the email with the link, please call 555-248-5555 before 3:00pm the day before your scheduled hearing.

The day of your hearing:

- Find an appropriate and quiet place to participate that ensures your privacy. Limit distractions during the proceeding.
- Place your device on a hard, flat surface and do not move it around. Use headphones to help reduce background noise. Keep your device plugged in so that you do not unexpectedly get disconnected.
- Dress like you would if you were appearing in court.
- Make sure others using your Wi-Fi network minimize their use so that it does not disrupt your connection.
- Do not use a virtual background.
- Keep your camera turned on for the entire hearing.
- Join the remote hearing at least ten minutes before the start time so you can fix any problems connecting to *GoToZoomX*.
- Join the hearing when you are alone unless you are with your attorney.
- You may be placed in a virtual waiting room until your hearing or until everyone has arrived. Please note: the court or another participant may be running late or having difficulty connecting. Be patient. Do not disconnect or leave the meeting.
- Keep yourself on mute until it is your turn to talk. Wait to speak until you are called on by the judge or magistrate and do not talk over others. There may be a few second delay with the audio.
- Do not talk, chat, or consult with anyone other than your attorney during the hearing.
- Make sure your profile or screen name is your first and last name that matches the one that the court has on file.
- Have your government-issued identification card with you.
- Do not share the log in information and password with others if the hearing is not open to the public.
- Do not record the hearing unless you have been given permission.
- If you need to take a break during the hearing, raise your hand and the judge or magistrate will call on you.

If you are unable to get your device to work properly, immediately contact the Court at buckeyecourt@buckeye.ohio.gov or 555-248-5555. If you lose your connection, immediately try to reconnect. Contact the Court if you are unable to rejoin.

Sample Local Rule on Technology Plan

In accordance with Superintendence Rule 5(E), the Court shall adopt and maintain a court technology plan which will include:

- (1) A comprehensive strategy for implementing and maintaining technology solutions for conducting remote hearings, electronic service, the acceptance of electronic signatures, and any other technology-related solution utilized by the court or division; and
- (2) Procedures for notifying and providing instructions to the public on how to use the technology solutions implemented by the court or division and how the solutions will comply with any accessibility accommodation requirements, including any applicable requirements of the “Americans with Disabilities Act.”

This plan will be available from the office of the Clerk of Court [[Insert additional locations if applicable](#)].

Buckeye County Court Sample Local Rule

Rule 5.2: Technology Plan

In accordance with Superintendence Rule 5(E), the Court shall adopt and maintain a court technology plan which will include:

- (1) A comprehensive strategy for implementing and maintaining technology solutions for conducting remote hearings, electronic service, the acceptance of electronic signatures, and any other technology-related solution utilized by the court or division; and
- (2) Procedures for notifying and providing instructions to the public on how to use the technology solutions implemented by the court or division and how the solutions will comply with any accessibility accommodation requirements, including any applicable requirements of the “Americans with Disabilities Act.”

This plan will be available from the office of the Clerk of Court and posted on the Court’s website at www.buckeyecourt.gov.