

TECHNOLOGY TRENDS FOR JUDGES

RESOURCES

2017 SOCIAL MEDIA VIDEO LINK: <https://www.youtube.com/watch?v=PkPrZbI5C3k>

NATIONAL CENTER FOR STATE COURTS

NCSC Research and Technology Division
NCSC Court Consulting Services
www.ncsc.org/services-and-experts.aspx

Resource guides: www.ncsc.org/Topics/Technology

Topics include:

- Electronic Filing
- Records/Document Management
- Technology in the Courts
- Technology, Leadership, Planning and Standards
- Video Technologies

Future Trends for State Courts

Find the annual publication or monthly updates here: www.ncsc.org/trends

EDUCATION RESOURCES

Creative Learning Services: <http://cls.icmncsc.org/>

Institute for Court Management courses: www.ncsc.org/icm

National Association of State Judicial Educators: www.nasje.org

National Judicial College: www.judges.org

COURT TECHNOLOGY RESOURCES

Court Information Technology Officer Consortium: www.citoc.org

Court Technology Conference: <http://ctc2017.org/> September 12-14, 2017 (held in the fall of odd-numbered years)

eCourts: <http://www.e-courts.org/> (held in Las Vegas in December in even-numbered years)

Joint Technology Committee (COSCA, NACM and NCSC): www.ncsc.org/About-us/Committees/Joint-Technology-Committee.aspx

Technology Trends for Judges

American Judges Association Midyear Conference – April 2017

An Evergreen Topic

“Technology is not just a matter of record keeping, it’s a matter of justice.”

Former Chief Justice Jean Hoefler Toal, South Carolina

Relevance Over Time

Analysis of State of the Judiciary Addresses (2015)

Ten key topics identified:

1. Budget & Funding
2. Technology
3. Access to Justice
4. Problem-Solving Courts
5. Children & Families
6. Criminal Justice Reform
7. Elder Issues
8. Special Jurisdiction
9. Courthouse Security
10. Judicial Salaries

Endless Innovations

- Benchbooks
- Contract Labor
- Customer Service
- Data Quality & Visualization
- Digital Court Recording
- Leadership, Planning and Standards
- Portals
- Project Management
- Records and Document Management
- Records Preservation
- Cloud
- Electronic Filing
- Video Technologies

Benchbooks

- Digital editions becoming the norm
- Considerations:
 - Access from any device
 - Downloadable content
 - Easily updated
 - Search functions
- Resource for more information: NASJE webcast recording (check with your favorite state judicial educator)

Contract Labor

Customer Service / Portals

- Online vs. In Person
- Payments
- Information
- Guidance for SLRs
- Processes
- Documents (completion; filing)
- Mobile applications (IL, KA, LA, NV, OH PA and VA)
- Many current sites offer static information; new sites must be dynamic

Social Media

- Courts can write their own story
- It's important to present users with what they are looking for, not how you see yourself
- Social media connects to the themes of customer service and responsiveness

Data Quality & Visualization

- Data quality programs: formalizing the management of data quality.
 - Arkansas is one of a few jurisdictions that has created a Chief Data Officer position with responsibility for data quality management.
- Data visualization: incorporating data visualization processes into reporting can both improve the quality of the data and improve the court's ability to manage cases

Digital Court Recording

- The court speaks through its record
- Issues:
 - Transcripts
 - Education for judges and staff

Leadership, Planning & Standards

Project Management

Records and Document Management

- Electronic Filing
- Records Preservation
- Cloud

Video Technologies

- Video court appearances
- Video arraignments
- Can result in a cost savings
- Video recording

Education Resources

- National Association for State Judicial Educators
- Institute for Court Management
- Creative Learning Services
- National Judicial College

Education Topics / Delivery Methods for Staff

Arizona:

- Computer and network security
 - ★ No major security breaches since education policy was adopted in 2014
- Use of videos and quizzes to track participation and knowledge

Indiana:

- New employee orientation
- Time management
- Court reporter education

North Dakota:

- Electronic warrants for DUI traffic stops

Missouri:

Ferguson

- Key education topics: Customer service; implicit bias
- Automated CMS and e-filing now required statewide, including municipal courts
- Blended learning: classroom, webinar and e-learning
- Webcasts from judicial conferences
- Mobile computer lab

Education Topics / Delivery Methods for Judges

Indiana:

- Judicial Candidate Seminars

Missouri: Use of iPads

- Education provided for beginners and advanced users both live and via webinar
- Has reduced the amount of overtime for juvenile (probation) officers

Technology Tools

Skype instant messaging
Skype for Business
WebEx

Software:

Microsoft Office
IBM Notes
Adobe Professional Suite

Technology Tools: Spotlight on Missouri

- Case Management System
- Show-Me Courts
- eBench
- eFiling
- Fileviewer

Mobile applications:

iAnnotate
PDF Expert

“Truly transformational events have come along infrequently in our history, and this age of technology is one of them, but we have only begun to scratch the surface.”

Chief Justice Mark S. Cady, Iowa