



13<sup>th</sup> Judicial Circuit Court

## Technology Services 2017 Annual Report

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Technology Services Supervisor

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## STAFF AND RESPONSIBILITIES

The Technology Services unit of the 13<sup>th</sup> Circuit is staffed by 3 people:

### **Steve Smith, Supervisor**

- Staff Supervision
- Technical Project Management
- Hardware, Software and Network Management
- Applications Development Management
- Technology Bid & Contract Preparation and Review
- Statewide & Local Committee Participation

### **Michelle Wheeler**

- Hardware, Software and Network Management
- Help Desk & End-User Support
- End-User Training

### **Nicholas Stultz**

- Applications Development

### **Staff Changes in 2017**

- None

## TECHNOLOGY AREAS SUPPORTED

Summary of the technology-related areas managed and activities routinely performed by the unit:

### Network

#### Network Management

- User and computer network account management
- Manage patch panels, cables and switches
- Collaborate with other technology staff to resolve network-related issues

#### Workstations

- Install and configure operating system and applications
- Locate and eradicate viruses and other mal-ware
- Manage workstations and resolve user issues both remotely and locally

#### Servers & Storage Devices

- Install and configure operating system and applications
- Manage storage devices (servers and Network Attached Storage)

#### Printers & Multi-Function Devices

- Configure network printers and multi-function devices
- Program printers for scanning and email
- Perform minor printer repairs and routine maintenance
- Manage printer maintenance vendors

#### Video Conferencing Technologies

- Configure video conferencing devices
- Manage video conferencing bridge to schedule and conduct conferences

### Audio/Visual

#### Courtroom Technology

- Train and assist staff on courtroom evidence presentation systems
- Manage vendors troubleshooting and resolving issues

#### Audio/Video

- Manage audio technology (microphones, speakers, amplifiers & XLR cabling)
- Set up and manage projectors and document cameras

### Telephone

#### Telephones

- Manage portable conference phones
- Collaborate with phone company regarding programming changes and issue resolution
- Route internal phone lines via patch panels

## General Support

### Support

- Manage Help Desk requests
- Collaborate with local and state government technical entities

### Technology Training

- Train users in office products
- Train users in use of video conferencing and courtroom evidence presentation
- Develop and manage technology-related training materials
- Provide self-help information via the Circuit 13 Technology Help wiki

### Security

- Extract video recordings of incidents
- Apply appropriate user access for applications and network files

### Other

- Technology budget preparation and implementation
- Develop and update technical documentation
- Manage technical inventory

## Applications Management

### Development

- Create new local applications as needs are identified
- Collaborate with court staff to enhance locally-developed applications

### Reporting

- Create and manage ad-hoc reports using COGNOS
- Extract court case data to spreadsheets as needs are identified

## CONFIGURATION OVERVIEW

The computer network utilized by the 13<sup>th</sup> Circuit is part of the larger Statewide Judicial Information Network (SJIN) managed by OSCA. The SJIN is the backbone that connects all trial and appellate courts in Missouri. From a computer networking perspective, Missouri's courts are a united enterprise and the 13<sup>th</sup> Circuit is part of that enterprise.

OSCA provides for the courts certain **hardware components** utilized by judiciary sites including file, print, and database servers, communication devices, and other myriad technical devices that allow components to work seamlessly. Over the years many services have consolidated into centralized judicial data centers located in different geographical locations within Missouri.

OSCA also provides and manages enterprise-wide **software products** including, but not limited to, court case management software, jury management software, email, office automation products, Case.Net and the judiciary's "Your Missouri Courts" website.

Technical components unique to the 13<sup>th</sup> Circuit are located within the Boone and Callaway county locations and managed by Technology Services staff. The unit develops and manages certain software applications in-house used solely by 13<sup>th</sup> Circuit staff. It also installs and manages "off-the-shelf" software not provided by OSCA such as local accounting and other office automation products.

Additionally, the courts network interacts with the networks of Boone County, Callaway County, the City of Columbia, and the Missouri state network. The result is a blended responsibility and cooperation among circuit, state and local government entities.

## ASSETS

### Asset Tracking

The Technology Services unit uses software to track and manage the various hardware and software assets of the circuit. Some assets are owned by Boone County, some by Callaway County, and others by the state. However, the Technology Services unit tracks and manages all of the court-related technology components regardless of ownership.

At the end of 2017 the unit tracked the following technical assets:

#### Hardware

- Boone-owned: 679
- Callaway-owned: 163
- State-owned: 228

The majority of these hardware assets are workstations, monitors and printers.

#### Licensed Software Installed

- Boone-owned: 55 licenses
- Callaway-owned: 4 licenses

#### Non-Licensed Software Installed

- Boone workstations: 124
- Callaway workstations: 6
- State workstations: 131

### Workstations

The 13<sup>th</sup> Circuit utilizes approximately:

- 194 workstations (98 provided by the state),
- 20 tablet computers (13 provided by the state), and
- 26 notebook computers (1 provided by the state).

### Printers

The 13<sup>th</sup> Circuit utilizes approximately 101 network and local printers, 11 of which are provided by the state.

### Video Conferencing

The 13<sup>th</sup> Circuit utilizes video conferencing equipment to help reduce overall costs for staff travel for meetings and prisoner transport. There are several mobile units, as well as units incorporated into the technology of the Ground Floor, 2 South, 3 West and Ceremonial courtrooms of the Boone County Courthouse.

Outside of court facilities, two units are located in the Boone County Jail and one unit is located in the Callaway County Jail.

### Conference Telephones

Both Circuit Courts routinely see case participants who either do not speak English fluently or do not speak English at all. Each court sometimes uses telephonic interpreters to accommodate non-English speakers through Language Line™, whereby interpreters provide language interpreting services over a portable conference telephone placed in the courtroom.

### Courtroom Technology

In Boone County the 2 South and Ground Floor courtrooms have both teleconferencing and video conferencing abilities. Additionally, the 3 West, Ground Floor and Ceremonial courtrooms in the Boone County Courthouse have technology components for evidence presentation as well as teleconferencing and video conferencing.



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*NOTE: These lists show major products in use and is not an exhaustive list of all software items.*

## Enterprise Software Provided by State Entities

These products are provided by OSCA, the Missouri State Highway Patrol and Missouri's Department of Social Services:

Product	Primary Use
Windows 7 / Windows 10	Operating system
Office 2013	Office automation
JIS / Show-Me Courts	Court case management
OSCA Reports	Court case reporting
COGNOS	Ad-hoc reporting
JMS	Jury management
Lotus Notes	Email, calendaring, instant messaging, & applications
Case.net	Court case viewing online
MACSS	Mo. Automated Child Support System
MULES	Mo. Uniform Law Enforcement System
eFiling	Allows attorneys to file case documents electronically
eBench	Allows judges to electronically manage the court docket

## Local Software Provided by Technology Services

Product	Primary Use
CCTS	Modules for: <ul style="list-style-type: none"><li>• Focus on Kids</li><li>• Budget</li><li>• Case Scheduler</li><li>• Court Services</li></ul>
Technology Asset Tracker	Manage technology inventory
Training Repository	Records training of staff under Court Admin authority
Court Admin Personnel	Records personnel info for staff under Court Admin authority
Attorney Conflict Calendar	Reporting calendar conflicts for attorneys
BIRS	Booking and Incident Reporting System for court marshal staff
Court Keys	Manages physical key distribution
Technology Help Wiki	Technology-related self-help web site for circuit staff

## Other Third-Party Software

Product	Primary Use
Case Catalyst	Court reporter transcription
Quickbooks	Boone Circuit Clerk's office accounting
Nutrikids	Track nutritional information at JJC
Dreamweaver	Web site management
Cookin' with Pillsbury	Recipe management for JJC
Jail View	Allows select court staff access to Boone County jail records
Justice Web View	Allows select court staff to access City of Columbia municipal case data
WIntegrate	Allows select Juvenile staff access to City of Columbia records
FTR	Courtroom sound recording

## 2017 ACCOMPLISHMENTS

### Associate Circuit Jury Trials

Rule changes were enacted in 2017 allowing associate circuit judges to conduct jury trials instead of restricting that ability to only circuit judges. Whereas circuit judges each have a dedicated court reporter to make on-the-record recordings, associate circuit judges rely on courtroom FTR equipment and clerks to make on-the-record sound recordings.

A complicating factor with sound recordings is microphones are available only for the judge, witness and each of the two attorney tables in most courtrooms. For jury trials, the voir dire process requires jurors be recorded as well. There are no juror microphones in most of the circuit's courtrooms.

In the Boone County Courthouse, the 3 West courtroom does have microphones to record the jury, thereby allowing associate circuit jury trials to be conducted in that location. However, none of the Callaway County Courthouse courtrooms had that option available.

To facilitate the ability to record the jury in the Callaway Courthouse 2<sup>nd</sup> floor courtroom, additional equipment – a wired microphone for the jury box and wireless lavalier microphones for the attorneys – was purchased and deployed in February 2017.

### Boone Courtroom Renovations

Most courtrooms in the Boone County Courthouse were constructed well before computer-related technology was introduced into them. Before the addition of technology components the amount of space at the bench was adequate, although not spacious in most of the first floor and second floor courtrooms. However, the introduction of computer technology at the bench including two monitors, keyboard, mouse, and docking station, made for very cramped conditions for the judges.

In 2017 funds were procured, a project bid awarded, and construction initiated in both the 2 East and 2 West courtrooms. The chief goals of the project were to: a) reconfigure the bench

area to provide more desk space, and b) reconfigure the overall layout of the bench, clerk, witness, and reporter areas to aid traffic flow.

Each of these courtrooms contains technology components including computers, printers, cabling connecting to the courts network, and audio cabling connecting to sound amplification equipment.

To accommodate this reconfiguration the bench, court reporter station, witness stand, and clerk space were torn out and essentially rebuilt from the ground up. The Technology Services staff participated in the effort by removing technology equipment, collaborating with contractors to ensure proper placement of power, network and audio cabling runs, and reconnecting and testing all technology equipment at the conclusion of each courtroom renovation project.

### Callaway Courthouse - Conference Telephone

Conference telephones have been used for courtroom language translation and other purposes in the Boone County Courthouse for several years. However, the Callaway County Courthouse did not have adequate courtroom teleconferencing abilities.

A conference telephone and rolling cart were purchased in 2017 for the Callaway County Courthouse. To facilitate the use of the conference telephone and to incorporate it into the existing courthouse telephone system, certain technical configuration changes had to be performed by telephone company staff allowing the new phone to connect in both the upstairs and downstairs courtrooms.

### Callaway Courthouse - Second Video Conferencing Unit

The Callaway County Courthouse has utilized video conferencing by way of a unit on a mobile cart for several years. The unit is used several times each week and transported between floors as needed.

A second unit became available through the Court Improvement Program Grants. In October 2017 the unit was placed into service.

## **Callaway Courthouse - Security Screening Station Computer**

In an effort to manage limited court security resources effectively, a computer workstation was added to the security screening station in the Callaway County Courthouse in March of 2017. The addition of this computer workstation allows deputy court marshals to perform necessary computer-related activities from that location such as Case.net research for bond studies. Additionally, an instant messaging feature was added to the computer workstation in December 2017, allowing judges or others to contact court marshal staff at the screening station.

## **Callaway Juvenile Office Video Conferencing**

As part of the standard routine of replacing hardware on a regular schedule, the aging video conferencing unit utilized by the Callaway Juvenile Office was replaced with a new unit in August 2017.

## **Callaway Wireless Transition**

In January 2017, the *wireless controller* in the Callaway County Courthouse failed. This device facilitates connectivity among the wireless access points in the courthouse and juvenile office, the courts network, and the public internet access for courthouse visitors.

For certain reasons - chiefly the exorbitant and unbudgeted replacement cost as well as technology compatibility issues - OSCA agreed to take over responsibility of controlling the wireless access points used in both Callaway locations. This transition means that Technology Services staff no longer create individual accounts for Callaway County Courthouse and Juvenile Office visitors. Instead, attorneys and other visitors are provided common credentials.

## **CCTS Court Budget**

For several years the Boone County Circuit Court utilized an internal budgeting system (the *Budget Program*) to track court-related income

and expenses. Three offices within the Boone County court – the judges' office, JJC, and the Circuit Clerk's office – each utilize the Budget Program.

The technologies utilized by the Budget Program were introduced prior to 2000. In order to migrate the Budget Program to current technologies and meet current Technology Services unit standards, a decision was reached in 2016 to rewrite the Budget Program as a module of CCTS. A new CCTS module, branded as *Court Budget*, was proposed for development and implementation.

In late 2016 and early 2017 several meetings were conducted with end users and the design finalized. Development took most of 2017 with implementation occurring in late December.

## **CT13 Court Keys Application**

For several years the Court Marshal utilized a simple application to track the assignment of physical metal keys used for keyed locks in select buildings within the circuit. Such keys generally fit locks for doors, access panels, file cabinets, and so on.

The original application was developed in aging technologies. As part of an overall effort to bring in-house applications into current standards, a replacement application was written using Lotus Notes. The new application, *CT13 Court Keys*, was implemented in late 2017.

It is expected that the data entry activities needed to transition from the former system to the new system will be completed during the first quarter of 2018.

## **Discontinuation of Delphi and Visual Basic**

As discussed in past reports, over time the Technology Services unit has worked to migrate legacy applications written in aging technologies into current technologies. The primary technologies we are moving away from are Delphi and Visual Basic.

In 2017 the last of the aging applications was rewritten into other technologies.

## Division I Judge Transition

In late 2017 Circuit Judge Christine Carpenter reached mandatory retirement age and transitioned to Senior Judge status. Brouck Jacobs was appointed to take over the responsibilities of the division.

As with all judge changes, Technology Services staff assisted the new judge with several transition duties such as advising and implementing Word macros, setting up stamps, providing an overview of the technology used within the judiciary and the circuit, and working with the telephone company to install a dedicated home telephone line for a FAX machine.

## Training Conducted

OSCA provides training on judiciary-wide topics through the JEWELS intranet training site. Separately, the Technology Services staff provide training in topics that are unique to the 13<sup>th</sup> Circuit and not provided by OSCA. Such topics primarily focus on video conferencing and the various technology aspects of 13<sup>th</sup> Circuit courtrooms. Technology Services staff provided a total of 13 training sessions for 36 people totaling 37 ½ hours of training.

Not included in the totals just cited, the Computer & Network Security overview was additionally presented to most of the 13<sup>th</sup> Circuit staff during mandatory circuit-wide training in September 2017.

### ***MouseTracks***

In 2017 the Technology Services unit expanded its training offerings with a newly-developed suite of courses branded as *MouseTracks*. The goal of the *MouseTracks* series is to better equip court employees in computer fundamentals.

### ***MCMI Training***

The Missouri Court Management Institute (MCMI) is sanctioned by the National Center for State Courts (NCSC) to train selected Missouri court employees to become Certified Court Managers. Applicants admitted to the MCMI take a variety of courses in court management topics. One of those courses is *Managing Technology Projects and Technology Resources*.

In 2016 the Technology Services Supervisor became certified to teach the course to MCMI enrollees. In May 2017 the Technology Services Supervisor, along with other IT managers from across the state, facilitated this 3-day course to MCMI enrollees.

## Transition of Boone Security DVRs and Door Controls

For the past several years door access control components and security camera DVRs were managed on the judicial network under the control of court staff. Updates to door access security were managed by the Court Marshal. Technology Services staff maintained the physical hardware and software controlling both door control components and security DVRs.

In 2016 Boone County Government began a major upgrade of physical premises security in government buildings including the courthouse and Alternative Sentencing. A county Security Officer position was created and the process of migrating the technical components of security equipment from the court's network to the Boone County network and this new position's responsibility was initiated.

In February of 2017 this migration process was completed. At the conclusion of this migration responsibility for the budgeting, replacement, and administration of door controls and security DVRs was transferred to the county Security Officer. Select court staff (Court Marshal and Technology Services) have the ability to view and extract security camera footage. Door security accesses are now managed by the Boone Security Officer.

## Web Server Replacement

The public-facing web server hosting the Attorney Conflict Calendar was originally purchased and installed in 2010. As part of the standard practice of replacing hardware on a regular schedule, a new server was acquired in late 2016 and deployed into production in early 2017.

## Web Site Enhancements

Steps were undertaken in 2017 by the 13<sup>th</sup> Circuit to improve the oversight and management of the municipal courts under its jurisdiction. As part of that effort the 13<sup>th</sup> Circuit web site was enhanced to provide information regarding the municipal courts.

Changes applied to the site include information common to all municipal courts, as well as detailed pages for each of the municipal courts within the circuit. The new *Municipal Courts* section is accessed through a link on the 13<sup>th</sup> Circuit's web site home page.

Additionally, a new *Meetings & News* section, also accessed through a link on the home page, was added. This new section is intended to inform of upcoming meetings open to the public, and to publish news articles considered to be of interest regarding the 13<sup>th</sup> Circuit.

## 2018 UPCOMING ACTIVITIES

### Application Development Cross-Training

One staff member of the Technology Services team is dedicated solely to applications development. Other team members focus on other unit-related duties. This situation means knowledge of this key area is held primarily by one person.

Following proper management practices, both of the non-development staff will be cross-trained in a variety of applications development disciplines in early 2018.

### Cyber-Security Awareness Training

In October 2017 the Missouri Court Automation (MCA) Committee enacted a new Security Guideline (900.01) mandating that anyone accessing the judicial computer network will be *required* to complete a sanctioned Cyber Security Awareness training course annually. Additionally, newly-hired employees will be required to take the training within 30 days of hire. 13<sup>th</sup> Circuit employees will undertake the training in January and February 2018, and annually thereafter.

### eJuror Pilot

For many years the jury management product used statewide is JMS (Juror Management System). JMS is used solely by court staff. Jurors receive, complete and return paper questionnaires by mail. To replace this aging system, OSCA is developing **Show-Me Jury**.

A feature of Show-Me Jury is the **eJuror** web portal allowing potential jurors to electronically submit and interact with the jury system. The 13<sup>th</sup> Circuit is participating as a pilot site in 2018.

### FTR

In 2018, 5 of the 8 FTR workstations in Boone County will be replaced, and all 3 FTR workstations in Callaway County will be replaced as part of the routine equipment replacement schedule.

Additionally, the judiciary is anticipating an upgrade to FTR version 6 in 2019. This version is a major upgrade requiring both courts to budget during 2018 for this 2019 purchase.

### State Workstation Replacements & Windows 10 Upgrades

To keep pace with technology, the state replaces its computers every four years. 2018 will see the approximately 112 computers it provides to its 13<sup>th</sup> Circuit employees replaced. The replacement computers will come with Windows 10.

Each county replaces a portion of its workstations each year on a 5-year rotating schedule as opposed to replacing all in the same year.

In order to remain consistent with the state-owned workstations moving to Windows 10, those county-owned computers capable of being upgraded will be migrated to Windows 10 as well.

### Technology Evaluations

The technology in the Boone 3 West courtroom and jury assembly room was installed in 2008. In early 2017 the video conferencing codec failed. A technology vendor was contacted to evaluate and estimate the cost to repair. Due to the age of the technology and technological advances in the intervening decade, replacing the codec would require several additional technology upgrades estimated to total in the range of \$30,000 or more. Additionally, one of the table monitors also failed in 2017.

Due to age, neither of the device models were available through retail vendors, so no new replacements could be purchased. Fortunately, both items were able to be repaired by purchasing used parts from eBay.

Given the age of technology items in both 3 West courtroom and the jury assembly room, it would be prudent to budget in 2018 for major upgrades in 2019.

## Wireless Access Point Upgrades

Many of the wireless access points (WAPs) used in the Boone County Courthouse were installed approximately a decade ago. Technology advances over time now require these aging WAPs be replaced.

A separate technology component involved in the overall configuration is the *wireless controller*. Due to its exorbitant cost, we evaluated options to purchasing a replacement. OSCA has agreed to take over management of the WAPs by using its own controller. Thus, the

Boone County Circuit Court will not be required to purchase that expensive component, although WAPs will still need to be replaced and have been budgeted for 2018.

Similar to the *Callaway Wireless Transition* article noted earlier in this report, the result of this transition means that Technology Services staff will no longer create individual accounts for Boone courthouse and JJC visitors. Instead, attorneys and other visitors will be provided a common password.

## APPENDIX A - Workload Analysis

### Categories of Issues

In order to manage workload, several categories of issues have been identified and established in JIRA™, the issue management software utilized by the Technology Services team. As each issue is recorded it is assigned to one of the following categories:

1. **Staff & Equipment** - Tasks typically related to:
  - a) personnel changes (e.g. new hires and resignations), and
  - b) equipment moves or troubleshooting for computers & phones, etc.
2. **Software & Device Configuration** - Requests to install software, configure printers, etc.
3. **Documentation** - Updating technical documentation such as operational checklists.
4. **Software Development** - Requests to change software functionality or fix software bugs.
5. **Security** – Requests to modify user network/application security & to extract security video.
6. **Purchases** - Requests to purchase technology-related equipment such as workstations.
7. **Web Site** - Requests to modify web site content.
8. **Vendor Management** - Contacting and managing outside vendor/OSCA staff or technicians.
9. **Reporting & Data Research** - Requests for ad-hoc data queries and reports.
10. **Training & Demonstrations** - In-service training on technology-related topics.
11. **Wiring** - Pull network & telephone cable, or reroute telephone lines via patch panels.
12. **Administration** – Committee participation, bid activities, other administrative tasks.
13. **Miscellaneous** - Items that don't readily fit into any other category.

### Documentation of Issues

The primary reasons for recording issues in JIRA are to ensure that nothing is overlooked and that priority issues are handled in a timely manner.

Issues must be documented in JIRA if they:

- a) cannot be immediately resolved,
- b) are scheduled to be worked at a later date, or
- c) are mandated by the judiciary's Security Guidelines.

It is important the reader note not all issues are recorded in JIRA. Technology Services staff routinely receive calls for courtroom assistance, password resets and other issues which are immediately resolved. Such issues are typically NOT recorded in JIRA after-the-fact. Therefore, the numbers noted in the chart on the next page are not an accurate reflection of the *total activities* performed by the Technology Services staff.

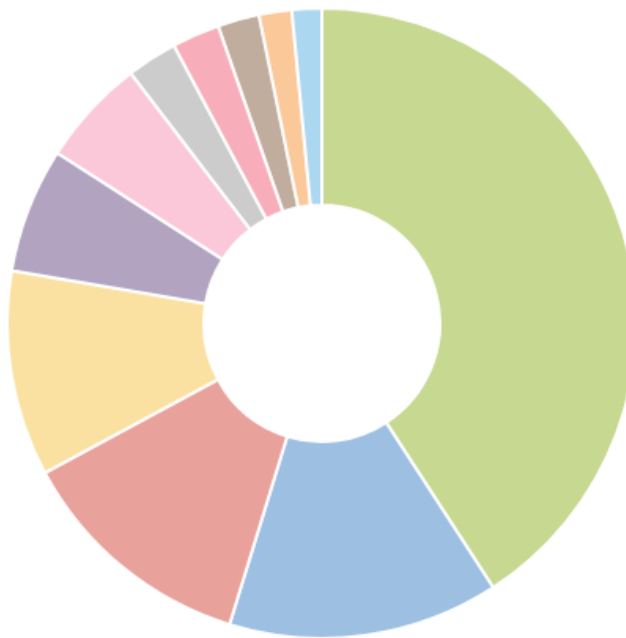
Clock time spent on issues is not recorded. Some issues documented in JIRA may be resolved in as little as 1 minute. Others can take much longer. Therefore the numbers in the chart on the next page are simply *counts* of issues and do not reflect the total amount of time spent on recorded issues.



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## 2017 Issues Opened



### Components

Total Issues: **654**

Staff & Equipment	267
Security	91
Software & Device Configuration	81
Vendor Management	69
Web Site	42
Purchases	36
Reporting & Data Research	17
Documentation	14
Software Development	11
Miscellaneous	10
Other...	16

On January 1, 2017 a total of 70 issues were pending.

Throughout 2017 a total of 654 issues were opened and categorized as follows:

**45%** were related to **Staff & Equipment** which are typically activities associated with employee hires, resignations, and equipment moves.

**14%** were related to **Security** which are typically related to requests to extract security camera footage or to modify application or network access.

**13%** were related to **Software & Device Configuration** which are typically requests to install and/or configure software.

These three categories constitute two-thirds of the tasks recorded.

Throughout 2017 a total of 689 issues were resolved. The percentages among the categories were virtually the same.

On December 31, 2017 a total of 35 issues were pending.

## APPENDIX B - Glossary

**CCTS** - The Technology Services staff develop and manage several applications locally - applications not provided by OSCA. Several of these are developed and managed as a suite of “modules” under the umbrella of a single user and system management module. That suite of modules is branded as *Circuit Court Technology Services*, or CCTS. Court staff utilize a web interface on the court intranet to access the various modules within the application. At the end of 2017 the modules in this application are: Focus on Kids, JJC Case Management, Court Services, Case Scheduler, and Court Budget.

**FTR** - *For The Record*™ (FTR) is the software product used to make on-the-record sound recordings of certain cases at the associate circuit court level. The audio from at least 4 microphones (judge, witness, attorney A and attorney B) are routed to an FTR mixer. Audio is routed to the FTR computer workstation and managed using the specialized FTR software. Recordings are stored both on the local FTR workstation in the courtroom AND on a separate Network Attached Storage (NAS) device for redundancy.

**JEWELS** – The Judicial Education Web-Enabled Learning System (JEWELS) is a web-based training delivery system managed by OSCA on the courts intranet. JEWELS provides a host of training chiefly aimed at court staff regarding court case management, jury management, office automation products and other areas of interest to court employees.

**Licensed/Non-Licensed Software** – *Licensed software* refers to software that is purchased under a software licensing agreement. Examples include Case Catalyst used by the court reporters, FTR for sound recording, and QuickBooks utilized by the Boone Circuit Clerk's office. Such products can be installed on workstations only as defined in the end-user licensing agreements (EULAs). There is usually a cost associated with each workstation license. Licensed software is recorded as an asset in the Technology Asset Tracker software.

*Non-Licensed Software* products are provided free-of-charge to the 13<sup>th</sup> Circuit by a vendor or others. Examples include the MULES software provided by the Missouri State Highway Patrol, MACSS provided by Missouri Department of Social Services, and the AS/400 terminal emulation product provided by Boone County IT.

The license counts in this document do NOT include the Windows operating system nor do they include the Microsoft Office software as both are part of every computer workstation in the circuit.

**Multi-Function Devices** (MFPs) – A device that incorporates several functions into a single device, typically consisting of two or more of the following: printer, scanner, copier, FAX.

**OSCA** - The Office of State Courts Administrator (OSCA) is the central governmental entity that oversees state courts administration. As part of the organization's duties it carries out the mandates of the Missouri Court Automation (MCA) Committee. Missouri utilizes common applications for court case management and office administration. OSCA provides a number of key enterprise applications and infrastructure components.

**Polycom** - Video conferencing is the simultaneous exchange of video and audio communication among 2 or more participants. “Polycom” is a brand of video conferencing unit as are “Cisco” and “Tandberg”. Polycom is the most commonly used brand of video conferencing unit within the 13<sup>th</sup> Circuit.

**Security Guidelines** – A set of guidelines intended to safeguard the integrity, confidentiality, and operation of the statewide judicial information network. The Security Guidelines are approved by the MCA committee. All judiciary employees, as well as volunteers, interns, etc. – anyone with a judicial network account – is required to comply with the guidelines.

**Show-Me Courts (SMC)** – The original court case management system, Judicial Information System (JIS), was developed in now-aging technologies. OSCA is rewriting JIS using leading technologies. The new system is branded as **Show-Me Courts**.

**Wireless Access Points (WAP)** – A wireless access point (WAP) is a radio transmitter/receiver that allows computers and other devices with wireless capability wirelessly connect to either the courts network or to the public internet. These devices are approximately 8 to 10 inches square and are mounted either high on a wall or ceiling in strategically-located positions to provide coverage.