Technology Services Annual Report

2023

JUNE 2024

13th Judicial Circuit Court of Missouri

Contents

Staff and Responsibilities

The Technology Services unit of the 13th Circuit is staffed by 4 people:

Craig Hosey, Supervisor

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

Jenniffer Macharia, Programmer Analyst

- **Hardware, Software and Network Management**
- **Help Desk & End-User Support Tier 2**
- **Digital Sign Development**

Kaden Marshall; Derek Moeller, Computer Information Specialists

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

Staff Changes in 2023

- **Christopher Fishman-Weaver left his role as our Technology Supervisor; we thank him for his service to the courts.**
- **Betty Mwai and Nicholas Lang resigned their positions as Computer Information Specialists**
- **Kaden Marshall and Derek Moeller were hired as new Computer Information Specialists**

Technology Areas Supported

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 and Storage Devices

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

Printers and Multifunction 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

- **Support, Webex, video conferencing platform**
- **Configure video conferencing devices**

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**

- **iPads dedicated to Webex**

Digital Docket Signs
- **Manage digital docket signs**

Telephones

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 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
- **Development of digital signage for all dockets/courtrooms**

- **Work to support current custom software as needed**

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

Workload Analysis

2023 Issues Opened

Service Tickets

- Documentation, 5
- Software Development, 5
- No component, 6
- Miscellaneous, 10
- Software & Device Configuration, 17
- Security, 36
- Web Site, 52
- Network, 4
- Vendor Management, 1
- Staff & Equipment, 177
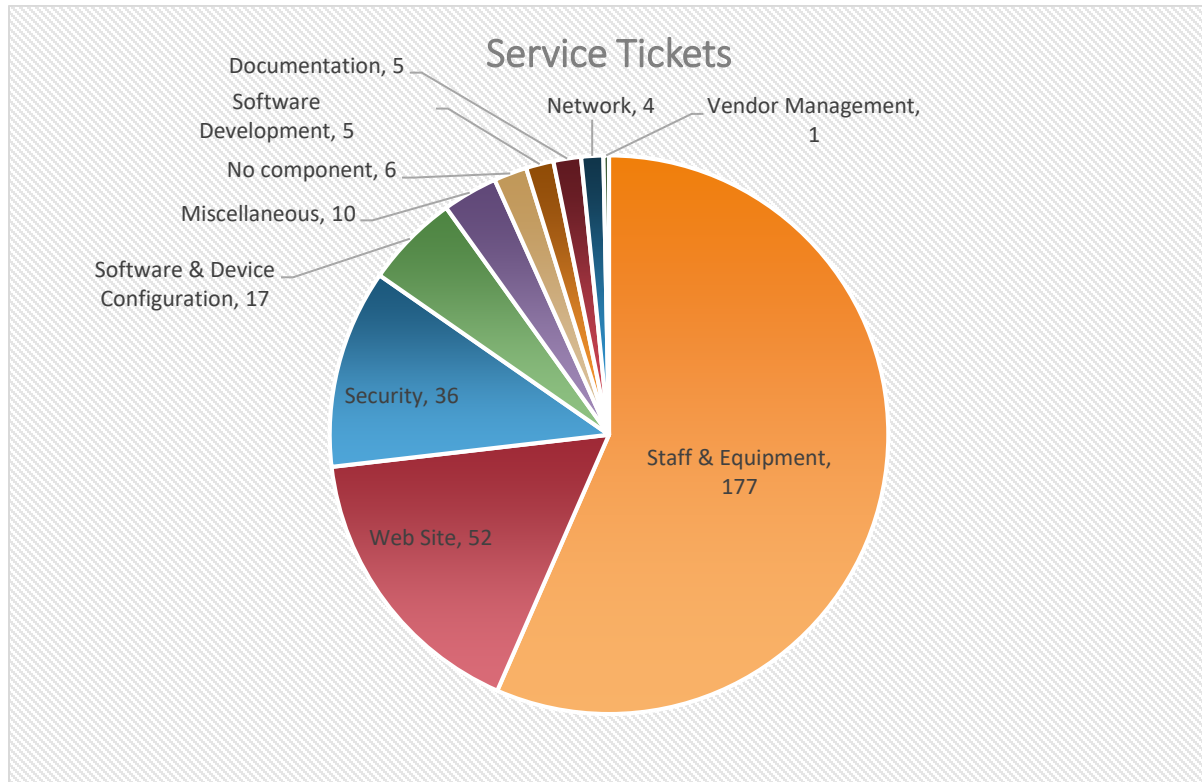
Throughout 2023 a total of 313 issues were <u>opened</u> and categorized as follows:

59% were related to Staff & Equipment which are typically activities associated with employee hires, resignations, and equipment moves.

17% were related to Website Updates which are typically job postings, news and meeting updates or other general website updates.

12% were related to Security which are typically related to requests to extract security camera footage or to modify application or network access.

11% were related to Miscellaneous which typically mean work not previously categized. This is not surprising given the changes made during the pandemic.

17% were related to Software & Device configuration which typically mean work not previously categized. This is not surprising given the changes made during the pandemic.

These four categories constitute 90% of the tasks recorded.

Boone County Courthouse

Configuration Overview

The computer network utilized by the 13th 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 13th 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 13th 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 13th 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.

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 2023 the unit tracked the following technical assets:

Hardware

- **Boone-owned: 690**
- **Callaway-owned: 190**
- **State-owned: 264**

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

Licensed Software Installed

- **Boone-owned: 67 licenses**
- **Callaway-owned: 4 licenses**

Non-Licensed Software Installed

- **Boone workstations: 102**
- **Callaway workstations: 9**
- **State workstations: 216**

Workstations

The 13th Circuit utilizes approximately:
- **185 workstations (99 provided by the state),**
- **50 notebook computers (23 provided by the state).**

Printers

The 13th Circuit utilizes approximately 113 network and local printers, 12 of which are provided by the state

Video Conferencing

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

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, as well as all four new courtrooms at the Callaway Justice Center, have technology components for evidence presentation as well as teleconferencing and video conferencing.

Enterprise Software Provided by State Offices

NOTE: These lists show major products in use and is not an exhaustive list of all software items. **These products are provided by OSCA, the Missouri State Highway Patrol and Missouri's Department of Social Services:**

Product	Primary Use
Windows 10	**Operating system**
Office 2019	**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:
	• Budget
	• Case Scheduler
	• Court Services
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
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**
Papervision	**Allows select court clerks to manage and access digitally archived documents**

Callaway Justice Center

2023 Accomplishments

Transition to new Callaway Justice Center

While the building of the Callaway County Justice Center struggled with many delays we were able to move into the new space in May. This was a multi-day process which included cutting over the network, moving network switches, and all user equipment. All four courtrooms were outfitted with new technology, which included integrated video conferencing and digital evidence presentation. This will be a significant upgrade from the previous courtrooms that had no built-in technology.

Upgrade 2 South Courtroom Technology

After many delays due to the COVID Pandemic we were able to upgrade the 2 South technology courtroom. Courtroom 2 South was previously upgraded in 2013.

Callaway Justice Center Guest Wifi

In addition to all new courtroom technology, the new Callaway Justice Center was provisioned with a new wifi circuit for guest access. Attorneys working throughout the courthouse now have wireless internet access for their laptops or mobile devices.

Wireless Access Point Upgrades

We were able to upgrade all wireless access points for the 13th Circuit in 2023. This includes 3 access points in the Callaway Justice Center and 12 access points in the Boone County Courthouse, Juvenile Justice Center, and Treatment Court Building. Two additional access points were installed in the Callaway Justice Center to extend wireless access into all courtrooms.

Anticipated Projects for 2024

Phone System Upgrade

While this project has been ongoing since 2022 we anticipate that we will be able to move forward on upgrading our current phone system by the end of the first quarter 2024. This new timeline is dependent on the Boone County IT team, and other outside vendors. Once implemented, County IT will help train Court IT on the use and management of the system. Going forward Court IT will have much more control of the phone system which will improve the user experience.

Multiple Courtroom and Jury Assembly Room Technology Upgrades

In 2024 we anticipate the upgrade of the technology in the Jury Assembly room. This technology facilitates presentations to prospective jurors. All audiovisual equipment will be replaced. We also anticipate upgrading all courtroom technology in the Ceremonial, 1 West, and 2 East courtrooms. Much like the 3 West courtroom done last year, our goal will be to simplify the process for sharing evidence and improving sound quality across the board.

Boone County Courthouse Guest Wifi Upgrade

Access to the Courts computer network is restricted to those working for the Missouri Courts system in an official capacity. Boone County Courthouse provides a separate private wireless network as a courtesy to attorneys working in our courtrooms. The current network circuit was installed 10 years ago and is no longer up to the increased demand being placed upon it. We anticipate being able to install a new network circuit with approximately 20 times the bandwidth as what it currently in place.

Appendix – 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 2020 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.

TRACKS – In 2020 TRACKS replaced the previous learning system, the Judicial Education Web-Enabled Learning System (JEWELS) The Training Resources And Court Knowledge System (TRACKS) is a web-based training delivery system managed by OSCA on the courts intranet. TRACKS 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 13th 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.

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**.

Webex - Video conferencing is the simultaneous exchange of video and audio communication among 2 or more participants. Webex by Cisco is a brand of video conferencing unit as are Polycom and Tandberg. Webex is the most commonly used brand of video conferencing unit within the 13th Circuit.

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