

Post-Pandemic Planning

Technology Resource Guide



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Introduction

Purpose

This document provides a list of examples of technology implemented by courts and organized by type of technology and/or business function. This is not an exhaustive list, but rather a curated list of examples of the technologies some courts have already implemented during the COVID-19 pandemic. Some entries also provide brief notes on practical, real world benefits and drawbacks along with a designated point of contact for more information.

This list is being updated frequently. The most current version can be found at <https://www.ncsc.org/pandemic>. If you have suggestions for updates or corrections to existing entries in the list, or if you are aware of solutions that should be considered for inclusion, please email us at technology@ncsc.org. We can't add all ideas as this is not intended to be all-inclusive, but we're open to including solutions that have been implemented by courts in innovative ways.

IJIS Technology Provider Directory

Where applicable, the list includes information about vendors and/or products. NCSC does not endorse specific vendors or vendor products, and this is certainly not an exclusive list. The best way to find vendors in a specific discipline is the IJIS Institute's¹ Technology Provider Directory at <https://icacprovidir.ijis.org>. This directory is organized by functional components as defined in the JTC² Court Component Model.³ After selecting "Proceed to the Directory Search" on the introduction page, a Search page is displayed (see Figure 1). This page provides options to search for solutions offered to Courts (the default) and Corrections.



Figure 1. [IJIS Technology Provider Directory](https://icacprovidir.ijis.org)

¹ The **IJIS Institute** (www.ijis.org) is a nonprofit alliance of private-sector companies working within and across several public-sector domains, including Justice, Public Safety, Health and Human Services and Transportation.

² **JTC** – Joint Technology Committee of COSCA, NACM and NCSC (www.ncsc.org/jtc).

³ Introduction to the **JTC Court Component Model**: <https://bit.ly/jtc-ccm-intro>

Select one or more components of interest and then click on the “Show me my solutions” button. As an example, Figure 2 illustrates a search for Online Dispute Resolution (ODR) solutions with 12 results.

The screenshot shows the IJIS Institute website interface. At the top, there are logos for IJIS Courts Advisory Committee and IJIS Corrections Advisory Committee, along with a COVID-19 support resource link and login/signup buttons. Below this is a navigation bar with 'Courts' and 'Corrections' tabs. A grid of 16 components is shown, with 'Online Dispute Resolution' highlighted in blue. A green 'Show me my solutions' button is visible below the grid. Below the button, a message states 'You are searching for Online Dispute Resolution'. Further down, a sorting instruction and a count of '12 products and services found' are shown. The main content area displays 12 search results in a grid, each with a provider name, logo, and a brief description of their ODR solution.

Provider	Product/Service	Description
Matterhorn by Court Innovations Inc.	Matterhorn Online Dispute Resolution	Matterhorn online dispute resolution (ODR) is...
Tyler Technologies	Tyler Modria	Modria's modular Online Dispute Resolution...
Pioneer Technology Group	Benchmark	With Benchmark, your court can go paperless...
Hyphenus, Inc.	coParenter	coParenter is an app for separated, divorced...
Meld Technologies, Inc.	ODR Collaboration Platform	Trokt is a cloud-based platform that can be...
Resolve Disputes Online Technology Ltd.	RDO Dispute Resolution Solution	Resolve Disputes Online was founded to...
Zeyo	Zeyo	Get your day in court, without going to...
Conflictteam	Conflictteam ODR	
Courts	Cybersettle ODR	
FairClaims	Fairclaims ODR	
JANO Technologies	Magnus ODR	ODR or Online Dispute Resolution, Courts...
CourtCall LLC	Remote Court Appearance Program and Remote Video Arraignment Program	Turn-key remote video arraignment program.

Figure 2. IJIS Provider Directory Search Example

Examples by Category

Calendaring

State/Territory/ Jurisdiction:	Arizona
Case Type(s):	
Product/Vendor:	Captera Waitwhile
Use/Purpose:	Allow citizens to sign-up and schedule or get on a wait list for various court services.
Relevant Links:	https://waitwhile.com/
Other Notes:	
Contact:	Dave Byers DByers@courts.az.gov

State/Territory/ Jurisdiction:	Florida 11th Judicial Circuit Miami-Dade County
Case Type(s):	
Product/Vendor:	courtMAP (developed in-house)
Use/Purpose:	Online scheduling of court events (attorneys and self-represented), notifications, Judicial workbench for managing calendar, approving and e-filing orders, etc.
Relevant Links:	courtMAP courtMAP FAQs
Other Notes:	
Contact:	Roberto Adelardi radelardi@jud11.flcourts.org

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Chatbots

State/Territory/ Jurisdiction:	Arizona
Case Type(s):	
Product/Vendor:	
Use/Purpose:	Tool to enhance customer services for Judiciary website users by quickly providing answers to commonly asked questions.
Relevant Links:	AZ Courts Website: https://www.azcourts.gov (see Chat box in lower right corner)
Other Notes:	
Contact:	Karl Heckart kheckart@courts.az.gov

State/Territory/ Jurisdiction:	California Los Angeles County
Case Type(s):	Traffic
Product/Vendor:	
Use/Purpose:	Tool to enhance customer services for Judiciary website users by quickly providing answers to commonly asked questions.
Relevant Links:	LA County Courts Website: http://www.lacourt.org/division/traffic/traffic2.aspx (see Chat box on right side)
Other Notes:	
Contact:	Snorri Ogata sogata@lacourt.org

State/Territory/ Jurisdiction:	New Jersey
Case Type(s):	
Product/Vendor:	JIA – Judiciary Information Agent
Use/Purpose:	Tool to enhance customer services for Judiciary website users by quickly providing answers to commonly asked questions.
Relevant Links:	NJ Courts Website: https://www.njcourts.gov/ (see Chat icon in lower right corner) Notice to Bar: https://njcourts.gov/notices/2019/n190909a.pdf
Other Notes:	Developed using Microsoft QnA Maker, JIA uses artificial intelligence to interpret the customer's question and to provide the best predefined answer.
Contact:	Jack McCarthy Jack.Mccarthy3@njcourts.gov

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Digital Divide Kiosks

State/Territory/ Jurisdiction:	Idaho
Case Type(s):	
Product/Vendor:	Community-based kiosks for remote hearings
Use/Purpose:	Help increase remote access to court hearings.
Relevant Links:	Article (Idaho Press): https://www.idahopress.com/news/local/ada-county-rolls-out-expo-idaho-as-hub-for-remote-court-hearings/article_4ab4bb0a-b926-523c-be0f-a687aad05142.html
Other Notes:	
Contact:	

State/Territory/ Jurisdiction:	Illinois 19th Judicial Circuit (Lake County)
Case Type(s):	
Product/Vendor:	“Zoom Room”
Use/Purpose:	Converted Law Library into a “Zoom Room” with multiple workstations (appropriately socially distanced) that allow users to participate in virtual court hearings.
Relevant Links:	http://www.19thcircuitcourt.state.il.us/2163/Remote-Court-Hearings
Other Notes:	Zoom workstations have been installed other buildings and conference rooms as well.
Contact:	Winnie Weber WWebber@lakecountyil.gov

State/Territory/ Jurisdiction:	Texas Travis County
Case Type(s):	
Product/Vendor:	Zoom Stations
Use/Purpose:	Allow unincarcerated criminal defendants to join remote plea hearings to resolve their cases.
Relevant Links:	Article (Law.com/Texas Lawyer): https://www.law.com/texaslawyer/2020/05/29/now-trending-zoom-kiosks-to-breach-digital-divide-between-public-and-remote-courts/
Other Notes:	Also being deployed in other Texas counties and other states such as Idaho, Illinois and Iowa.
Contact:	

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Digital Recording / Official Court Record

State/Territory/ Jurisdiction:	New York
Case Type(s):	
Product/Vendor:	Soundtat
Use/Purpose:	Creates mp3 file for court proceedings. Generally use FTR for digital recording, but wanted a recording in virtual hearings when FTR and court reporter are not available.
Relevant Links:	
Other Notes:	Resulting file can be quite large.
Contact:	Sheng Guo sguo@nycourts.gov

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Electronic Bench / Judge Tools

State/Territory/ Jurisdiction:	California Superior Court (Orange County)
Case Type(s):	
Product/Vendor:	
Use/Purpose:	Judicial electronic bench
Relevant Links:	
Other Notes:	
Contact:	Brett Howard bhoward@occourts.org

State/Territory/ Jurisdiction:	New York
Case Type(s):	All
Product/Vendor:	Internally developed
Use/Purpose:	Built for all judges to provide an easy to use “quick view” into court file and calendar.
Relevant Links:	
Other Notes:	Quick patch for judges during the pandemic. Makes it easier for judges to review case files without having to go into the court’s case management system.
Contact:	Christine Sisario csisario@nycourts.gov

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Electronic Filing for SRLs

State/Territory/ Jurisdiction:	Alaska
Case Type(s):	
Product/Vendor:	N/A, Filing of new cases and motions via email or fax
Use/Purpose:	To reduce the number of people in courthouses during the COVID-19 pandemic, encouraging litigants to file most documents by email or fax.
Relevant Links:	https://courts.alaska.gov/court/efiling.htm
Other Notes:	
Contact:	Stacey Marz smarz@akcourts.us

State/Territory/ Jurisdiction:	Minnesota
Case Type(s):	
Product/Vendor:	Odyssey Guide & File / Tyler Technologies
Use/Purpose:	Web-based electronic tool that helps you create court forms in certain types of cases. In most situations, you can then file your forms electronically through Guide & File.
Relevant Links:	http://mncourts.gov/guide-and-file
Other Notes:	
Contact:	

State/Territory/ Jurisdiction:	New Hampshire
Case Type(s):	Mandatory for some civil case types in Circuit Court Mandatory for all civil case types in Superior Court
Product/Vendor:	TurboCourt / Intresys
Use/Purpose:	Web-based solution allowing self-represented litigants prepare and file court forms.
Relevant Links:	Circuit Court SRL e-filing: https://www.courts.state.nh.us/nh-e-court-project/self.htm Superior Court SRL e-filing: https://www.courts.state.nh.us/nh-e-court-project/superior-self.htm
Other Notes:	Implemented as part of New Hampshire's e-Court program. SRL e-filing is also mandatory (with limited exceptions) for appellate courts using the C-Track system from Thomson Reuters.
Contact:	Jackie Waters jwaters@courts.state.nh.us

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Electronic Signatures

State/Territory/ Jurisdiction:	Florida 11th Judicial Circuit Miami-Dade County
Case Type(s):	
Product/Vendor:	
Use/Purpose:	
Relevant Links:	
Other Notes:	
Contact:	Roberto Adelardi radelardi@jud11.flcourts.org

State/Territory/
Jurisdiction: **New York**

Case Type(s): All

Product/Vendor: Internally developed

Use/Purpose: Judicial digital signatures

Relevant Links:

Other Notes: Very secure; date/time and IP address are all embedded in the signature.

Contact: Christine Sisario
csisario@nycourts.gov

State/Territory/
Jurisdiction: **Utah**

Case Type(s):

Product/Vendor: Internally developed

Use/Purpose: Digital signatures for all judges and commissioners

Relevant Links:

Other Notes:

Contact: Heidi Anderson
heidia@utcourts.gov

State/Territory/
Jurisdiction: **Virginia**

Case Type(s):

Product/Vendor: Docusign

Use/Purpose: Virtual Hearings

Relevant Links:

Other Notes:

Contact: Karl Hade
khade@vacourts.gov

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Evidence in Virtual Hearings

State/Territory/
Jurisdiction: **Florida 11th Judicial Circuit**
Miami-Dade County

Case Type(s): Civil

Product/Vendor: Electronic Document Processor/EDP (developed in-house)

Use/Purpose: Evidence submission for evidentiary hearings

Relevant Links:

Other Notes: Integrated with state e-filing portal and court's civil case management system.

Contact: Roberto Adelardi
radelardi@jud11.flcourts.org

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Extraction / Redaction tools

State/Territory/ Jurisdiction:	Virginia
Case Type(s):	
Product/Vendor:	Computing System Innovations/Intellidact
Use/Purpose:	
Relevant Links:	
Other Notes:	
Contact:	Karl Hade khade@vacourts.gov

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Forms Completion / Document Assembly

State/Territory/ Jurisdiction:	Iowa
Case Type(s):	Divorce in first phase Small Claims planned for second phase
Product/Vendor:	
Use/Purpose:	Interactive court forms
Relevant Links:	https://www.iowacourts.gov/interactive-court-forms/
Other Notes:	
Contact:	Christy Schreiner Christy.Schreiner@iowacourts.gov

State/Territory/ Jurisdiction:	Massachusetts Access to Justice Commission
Case Type(s):	
Product/Vendor:	Suffolk Law School Legal Innovation & Technology Lab
Use/Purpose:	This project is an assembly line to rapidly create mobile-friendly accessible versions of online court forms and pro se materials in multiple-languages for key areas of urgent legal need amid the COVID-19 crisis.
Relevant Links:	Suffolk Document Assembly Line Project: https://suffolklitlab.org/doc-assembly-line/ Project on GitHub: https://github.com/SuffolkLITLab/doc-assembly-line Mass A2J: http://www.massa2j.org/a2j/
Other Notes:	
Contact:	David Colarusso dcolarusso@suffolk.edu

State/Territory/ Jurisdiction:	New York
Case Type(s):	Most
Product/Vendor:	A2J / Hot Docs
Use/Purpose:	Forms completion for self-represented
Relevant Links:	
Other Notes:	
Contact:	Sun Kim skim@nycourts.gov

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Identity Management

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Juries

State/Territory/ Jurisdiction:	Arizona
Case Type(s):	Grand Jury
Product/Vendor:	
Use/Purpose:	
Relevant Links:	
Other Notes:	
Contact:	Dave Byers dbyers@courts.az.gov

State/Territory/ Jurisdiction:	New Jersey
Case Type(s):	Grand Jury
Product/Vendor:	
Use/Purpose:	
Relevant Links:	
Other Notes:	
Contact:	

State/Territory/ Jurisdiction:	Texas
Case Type(s):	Civil
Product/Vendor:	Zoom
Use/Purpose:	Jury trials, including jury selection (voir dire)
Relevant Links:	
Other Notes:	
Contact:	David Slayton David.Slayton@txcourts.gov

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Jury Questionnaires

State/Territory/ Jurisdiction:	New Jersey
Case Type(s):	
Product/Vendor:	Internally developed website and NJJury iPhone app
Use/Purpose:	Complete jury questionnaires online or through court-provided app.
Relevant Links:	https://www.njcourts.gov/juror/
Other Notes:	
Contact:	

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Legal Assistance Portals

State/Territory/ Jurisdiction:	New York
Case Type(s):	
Product/Vendor:	Microsoft Dynamics
Use/Purpose:	To provide instructional materials (public facing and internal)
Relevant Links:	https://portal.nycourts.gov
Other Notes:	Rapid development and deployment
Contact:	Judith A Vergara jvergara@nycourts.gov

State/Territory/ Jurisdiction:	Utah
Case Type(s):	Family, Protective Orders, Landlord/Tenant, Small Claims
Product/Vendor:	Internally developed: Online Court Assistance Program (OCAP)
Use/Purpose:	Assist court users who do not have an attorney to prepare court documents.
Relevant Links:	https://www.utcourts.gov/ocap/ https://www.utcourts.gov/selfhelp/
Other Notes:	
Contact:	Heidi Anderson heidia@utcourts.gov

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Live Streaming

State/Territory/ Jurisdiction:	Colorado
Case Type(s):	Supreme Court and Court of Appeals
Product/Vendor:	Live streams on YouTube
Use/Purpose:	
Relevant Links:	Live broadcast links: https://www.courts.state.co.us/Courts/live/
Other Notes:	
Contact:	Chad Cornelius chad.cornelius@judicial.state.co.us

State/Territory/ Jurisdiction:	Texas
Case Type(s):	
Product/Vendor:	Live streams on YouTube
Use/Purpose:	
Relevant Links:	Index of Live stream links: http://streams.txcourts.gov/
Other Notes:	
Contact:	David Slayton David.Slayton@txcourts.gov

State/Territory/ Jurisdiction:	Wisconsin
Case Type(s):	
Product/Vendor:	Live streams on YouTube
Use/Purpose:	
Relevant Links:	Index of Live stream links: https://www.wicourts.gov/ecourts/livestream.htm
Other Notes:	
Contact:	Jean Bousquet jean.bousquet@wicourts.gov

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Online Dispute Resolution (ODR)

State/Territory/ Jurisdiction:	Florida 11th Judicial Circuit Miami-Dade County
Case Type(s):	Civil Traffic involving proof of compliance
Product/Vendor:	Online Case Resolution (OCR) / Matterhorn
Use/Purpose:	Individuals cited for a proof of compliance violation who request a court hearing, upon receiving a notice of court appearance, will be provided a link to an online case resolution platform so an appearance in court is not required.
Relevant Links:	OCR Information: https://www.jud11.flcourts.org/About-the-Court/Court-Divisions/Traffic/Online-Case-Resolution OCR Platform: https://cii2.courtinnovations.com/FL11JC
Other Notes:	This project is one of six pilots being conducted under the Florida Supreme Court's Online Dispute Resolution (ODR) pilot program.
Contact:	Roberto Adelardi radelardi@jud11.flcourts.org

State/Territory/ Jurisdiction:	Michigan
Case Type(s):	Small Claims
Product/Vendor:	MI-Resolve / Matterhorn
Use/Purpose:	Allows parties to resolve disputes such as money disputes, minor landlord/tenant matters, contract matters and neighborhood disputes completely online without judicial involvement.
Relevant Links:	SCAO MI-Resolve information: https://courts.michigan.gov/Administration/SCAO/OfficesPrograms/ODR/Pages/MI-Resolve.aspx YouTube Video – How to use MI-Resolve: https://www.youtube.com/watch?v=YaTdEzqxR4&feature=youtu.be
Other Notes:	
Contact:	

State/Territory/ Jurisdiction:	Utah
Case Type(s):	Small Claims
Product/Vendor:	Internally Developed
Use/Purpose:	Facilitated resolution for small claims cases.
Relevant Links:	https://www.utcourts.gov/smallclaimsodr/
Other Notes:	
Contact:	Heidi Anderson heidia@utcourts.gov

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Payments

State/Territory/ Jurisdiction:	Arizona
Case Type(s):	
Product/Vendor:	7-11, CVS, Family Dollar
Use/Purpose:	Remote Payments
Relevant Links:	
Other Notes:	"Pay-near-me", had a \$3,000 payment in first weekend
Contact:	

State/Territory/ Jurisdiction:	Michigan 36th District Court
Case Type(s):	Any fine and fee for Credit Card Payments
Product/Vendor:	Heartland
Use/Purpose:	Paying fines and fees
Relevant Links:	
Other Notes:	Looking at payment expansion for kiosk payments or pay stations like neighborhood stores.
Contact:	

State/Territory/ Jurisdiction:	Utah
Case Type(s):	Traffic
Product/Vendor:	DivDat Kiosk Network
Use/Purpose:	Payment of traffic tickets and fines with cash or a credit card at kiosks throughout town without having to travel to the courthouse.
Relevant Links:	36 th District Court: https://www.36thdistrictcourt.org/divisions-departments/traffic/payment-methods Detroit Free Press Article: https://www.freep.com/story/money/personal-finance/susan-tompor/2018/10/29/no-fee-kiosks-fines-36th-district-court/1778975002/ DivDat Kiosk Network: http://www.divdatkiosknetwork.com/
Other Notes:	
Contact:	

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Remote Appearance / Virtual Hearings

State/Territory/ Jurisdiction:	New Jersey
Case Type(s):	
Product/Vendor:	Zoom
Use/Purpose:	Virtual Hearings
Relevant Links:	
Other Notes:	
Contact:	

State/Territory/ Jurisdiction:	New York
Case Type(s):	Most
Product/Vendor:	Microsoft Skype for Business
Use/Purpose:	Virtual arraignments, essential and emergency matters.
Relevant Links:	
Other Notes:	Positives: Security features and allows telephone and video. Negatives: No breakout rooms and installation/downloading issues for court users.
Contact:	Christine Sisario csisario@nycourts.gov

State/Territory/
Jurisdiction: **Texas**

Case Type(s): All

Product/Vendor: Zoom

Use/Purpose: Virtual Hearings, Jury Selection

Relevant Links: [Emergency Orders](#)
[Court Guidance](#)
[YouTube Channel Directory](#)

Other Notes:

Contact: David Slayton
David.Slayton@txcourts.gov

State/Territory/
Jurisdiction: **Utah**

Case Type(s):

Product/Vendor: WebEx

Use/Purpose: Virtual Hearings

Relevant Links:

Other Notes:

Contact: Heidi Anderson
heidia@utcourts.gov

State/Territory/
Jurisdiction: **Virginia**

Case Type(s):

Product/Vendor: WebEx, Polycom

Use/Purpose: Virtual Hearings

Relevant Links:

Other Notes:

Contact: Karl Hade
khade@vacourts.gov

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Remote Interpretation / VRI

State/Territory/ Jurisdiction:	New York
Case Type(s):	All
Product/Vendor:	Microsoft Skype for Business Language Line
Use/Purpose:	Allows bringing in court interpreters from outside county.
Relevant Links:	
Other Notes:	Use Language Line when no interpreter available.
Contact:	Ann Ryan aryan@nycourts.gov

State/Territory/ Jurisdiction:	Utah
Case Type(s):	All video virtual appearances
Product/Vendor:	WebEx and CenturyLink Conference
Use/Purpose:	Allowing for virtual remote interpreting
Relevant Links:	
Other Notes:	
Contact:	Heidi Anderson heidia@utcourts.gov

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Remote Supervision and Monitoring

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Teleworking / Internal Communication & Collaboration

State/Territory/ Jurisdiction:	Virginia
Case Type(s):	
Product/Vendor:	Microsoft SharePoint, Teams
Use/Purpose:	Internal communications and project collaboration
Relevant Links:	
Other Notes:	
Contact:	Karl Hade khade@vacourts.gov

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Text Notifications

State/Territory/ Jurisdiction:	Colorado
Case Type(s):	
Product/Vendor:	eCourtDate
Use/Purpose:	Text and email reminders for court dates.
Relevant Links:	
Other Notes:	
Contact:	Chad Cornelius chad.cornelius@judicial.state.co.us

State/Territory/ Jurisdiction:	Missouri
Case Type(s):	
Product/Vendor:	Track This Case (developed internally)
Use/Purpose:	Track This Case is a notification system provided through Missouri Case.net. After a user signs up and responds to a system verification notice, they will receive an e-mail notification and a text message (optional) when a docket entry is made or updated on a case. They may also choose to receive optional notices on scheduled events and scheduled payments due.
Relevant Links:	Track This Case information: https://www.courts.mo.gov/page.jsp?id=87154
Other Notes:	
Contact:	Pat Brooks pat.brooks@courts.mo.gov

State/Territory/ Jurisdiction:	Wisconsin
Case Type(s):	
Product/Vendor:	Internally developed app using Twillo for the communication component
Use/Purpose:	Text and email reminders for court dates.
Relevant Links:	
Other Notes:	
Contact:	Jean Bousquet jean.bousquet@wicourts.gov

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