



Columbiana County Common Pleas Court

105 South Market Street, Lisbon, Ohio 44432

TECHNOLOGY PLAN

As required by Sup. R. (5)(E) of the Rules of Superintendence for the Courts of Ohio, the Columbiana County Court of Common Pleas, General and Domestic Relations Division (Court), has developed this Technology Plan as an overview of the technology solutions utilized and implemented in the delivery of the services of the Court. The Technology Plan includes procedures for notifying and providing instructions to the public on how to use the technology solutions implemented by the Court and how these solutions will comply with any accessibility accommodation requirements, including any applicable requirements of the Americans with Disabilities Act of 1990 (ADA).

As of June 1, 2023, the technology solutions utilized and implemented in the delivery of the services of the Court include the following:

Tool and/or Product Name: Pioneer – Benchmark

Purpose: Case management software, docket information, and on-line court filing.

Implementation and Instructions: Implemented in all offices and courtrooms. Further instruction and information is available from IT personnel identified below.

Notes: For online docket information visit

<https://www.courts.ccclerk.org/benchmarkweb/Home.aspx/Search>

Tool and/or Product Name: Microsoft – Office 365

Purpose: Used in form creation, correspondence, email services, document management.

Implementation and Instructions: Implemented in all offices and courtrooms. Further instruction and information is available from IT personnel identified below.

Tool and/or Product Name: Cisco Video Conferencing

Purpose: Video conferencing software used for remote hearings between the Court and Local, State, and Federal Correctional Institutions.

Implementation and Instructions: Connection information provided by Court staff. Further instruction and information is available from IT personnel identified below.

Notes: Primary solution for Court video conferencing.

Tool and/or Product Name: Zoom

Purpose: Video conferencing software used for remote hearings/meetings.

Implementation and Instructions: If applicable, Court staff will email a meeting link to meeting participants prior to the scheduled hearing date. Further instruction and information is available from ADA Coordinator identified below.

Notes: Secondary solution for Court video conferencing.

Tool and/or Product Name: FTR Gold

Purpose: Audio recording of court proceedings.

Implementation and Instructions: Implemented in all courtrooms and operated by Court staff. Further instruction and information is available from IT personnel identified below.

Notes: Transcript and audio recordings can be requested pursuant to Local Rule 3.05: Transcripts.

Tool and/or Product Name: Case CATalyst

Purpose: Real Time Court Computer Aided Transcription.

Implementation and Instructions: This service is available currently through an outside court reporting firm.

Tool and/or Product Name: Wi-Fi Network

Purpose: Restricted public Wi-Fi internet access.

Implementation and Instructions: Implemented throughout the courthouse. Further instruction and information is available from IT personnel identified below.

Notes: Available for general public use.

Tool and/or Product Name: Telephone System

Purpose: Telephonic appearances for hearing/communications when applicable

Implementation and Instructions: Court staff will provide hearing information to counsel and/or any self-represented person prior to the start of each scheduled hearing. Further instruction and information is available from ADA Coordinator identified below.

Tool and/or Product Name: Language Line Solutions

Purpose: Telephonic interpretation services.

Implementation and Instructions: This service can be accessed by all Court staff. Further instruction and information is available from ADA Coordinator identified below.

Notes: For additional information visit <https://www.supremecourt.ohio.gov/courts/services-to-courts/language-services/>

Tool and/or Product Name: NCourt

Purpose: Online Court Cost Payments and Credit Card Processing.

Implementation and Instructions: Online at <https://www.ccclerk.org>. Further instruction and information is available from IT personnel identified below.

Notes: Available by phone at 877.793.7938 or online at <https://www.ccclerk.org/online-payments>.

Tool and/or Product Name: Court Website

Purpose: To provide pertinent information to the public. Further instruction and information is available from IT personnel identified below.

Implementation and Instructions: Can be accessed by visiting <https://www.ccclerk.org>

Tool and/or Product Name: Hanwha - Wisnet

Purpose: Building Security Camera System

Implementation and Instructions: Accessed and utilized by Building and Court Security. Further instruction and information is available from IT personnel identified below.

Tool and/or Product Name: Kantech - Entrapass

Purpose: Door Access software.

Implementation and Instructions: Implemented and managed by Clerk of Courts IT Department. Further instruction and information is available from IT personnel identified below.

Tool and/or Product Name: Fax machine.

Purpose: To permit communication with and from external agencies and entities.

Implementation and Instructions: Implemented and managed by Court and/or Clerk of Courts IT Department. Further instruction and information is available from ADA Coordinator and/or IT personnel identified below.

Tool and/or Product Name: Dispute Resolution.

Purpose: In civil cases to provide an opportunity for litigants to achieve a voluntary resolution of claims.

Implementation and Instructions: Currently conducted using a remote (Zoom) format. Further instruction and information is available from ADA Coordinator identified below.

The Columbiana County Court of Common Pleas and the Clerk of Courts intend to continue to use and implement technology solutions that will reasonably benefit and that are reasonably available to better serve the users of the courts as well as the citizens of Columbiana County.

For additional information and/or instructions regarding the technology solutions currently in use at the Court, please contact the following IT personnel: Chief Deputy Clerk of Courts M. Shane Patrone or Information Technology Administrator Ben Black. The phone number for Mr. Patrone is (330) 424-7777, ext. 1062 and his email is spatrone@ccclerk.org. The phone number for Mr. Black is (330) 424-7777, ext. 1064 and his email is bblack@ccclerk.org.

In accordance with the requirements of the ADA, the Columbiana County Court of Common Pleas will not discriminate against qualified individuals with either physical or mental disabilities in its services, programs, or activities. In accordance with the requirements of the ADA, the Court will make all necessary and reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to participate in all of its programs, services, and activities. Anyone who requires an auxiliary aid or service for effective communication or a modification of policies or procedures to participate in a service, program, or activity of the Columbiana County Court of Common Pleas should email or call one of the Court's ADA Coordinators, Jami Shulas or Nancy Lee, as soon as possible but no later than two (2) business days before the scheduled event. The phone number for Ms. Shulas is (330) 424-7777, ext. 1108 and her email is jshulas@ccclerk.org. The phone number for Ms. Lee is (330) 424-7777, ext. 1109 and her email is nlee@ccclerk.org.