CTC PHOENIX 2023

September 12 – 14, 2023
Phoenix Convention Center, Phoenix Arizona

Monday, September 11, 2023

CITOC Members Annual Conference (by invitation only)	8:00 AM – 5:00 PM
Registration & Conference Information	2:00 PM – 5:00 PM

Tuesday, September 12, 2023

Registration & Conference Information	7:30 AM – 5:00 PM
Breakfast	7:30 AM – 8:30 AM
Conference Welcome	8:30 AM – 8:45 AM
Opening Keynote: Dr. Moira Gunn	8:45 AM – 9:45 AM

Register today at ctc2023.org

Concurrent Sessions: **10:00 AM – 11:00 AM**

Building a Tabletop Exercise
Do you want to conduct a tabletop exercise for your Court but don't know where to start? Have you recently developed a disaster recovery plan but wonder if it would work in a simulated event? This session will present how to plan a tabletop exercise. Participants will leave with access to a court focused cybersecurity toolkit with all the materials you need to successfully conduct a ransomware exercise for your Court.

Digital Avatars and Chatbots – Sandy and Clara
This panel will discuss how Miami Dade County, Florida and New Mexico implemented digital avatars (Sandy and Clara) and chatbots at various touchpoints. These tools were used to improve court experience, language access, guidance, and connections to resources.

Impact of Remote Proceedings – Environmental, Public Trust & Confidence, Community Needs
What have we learned about the impact on the environment, on travel times, on public trust and confidence in the courts as a result of implementing remote hearings? Courts and researchers explain their findings and methods to unpack the impact of remote hearings.

Improving Case Management with Data Governance
Data governance is essential for collecting the right data and using data to improve case management and court operations. In this interactive session, you will identify data governance challenges in your own court and develop strategies to address them.

Document Intelligence: Adventures in AI / ML
This session will be a deep dive into the latest and greatest AI / ML implementations at the Orange County Superior Court. This session will showcase things technology in production as it relates to e-filing, workflow automation, and redaction.

Concurrent Sessions: **11:30 AM – 12:30 PM**

Tabletop Exercise Experience
Want to test your disaster plan? This session will show you how to conduct a tabletop exercise to test your plan. The presenters will run through a tabletop exercise in real time. By identifying gaps in emergency plans and testing response procedures, participants can develop more effective strategies to mitigate the impact of disasters and ensure the safety and well-being of their communities.

Data Driven Decisions and Planning
NACM CORE Competencies support court leaders and help them better understand how to leverage court data. Data Warehouses and Data Dashboards not only help to correct data entry errors but help court managers with strategic planning and employee oversight. Court leaders can also use dashboards to gain insight on how to better serve the public. This panel will provide dashboard examples and talk about how this information is used by Court Leaders.

Thoughtful Planning of Remote Proceedings and Services

Now what? Remote hearings were put in place in large part in response to the pandemic. Now that we have all had a minute to stop, think, and plan, what are the steps courts should take to thoughtfully utilize remote proceedings? Learn from a multi-state panel and comparison.

Court Data Quality: Upstream Solutions to Persistent Problems

When the Florida Courts were required to issue case management orders on all streamlined or general civil cases, they quickly realized there was a problem: they could not accurately identify open cases. This inspired the court to take on a project to audit court data, with a focus on ensuring accurate case status indicators. The project, funded by a grant from SJI, identified the most common data errors. Project staff then worked with stakeholders to address these challenges through training and enhancements to the case management systems of the courts. This session will discuss the findings of the project and share ways in which courts facing similar challenges can employ these same methods to improve data quality at the earliest opportunity by establishing clear data definitions and data governance policies.

AI Omni-Channel and RPA Document Intelligence

Maricopa County Clerk's Office is utilizing Artificial Intelligence to improve access to the court through omni-channel capabilities that leverages Natural Language Processing. The team can highlight the use of AI (IBM Watson) for a virtual assistant, including replacement of traditional IVR with NLP. The clerk is also using robotic process automation to automate the docketing of new court filings leveraging data from Intelligent Capture (OCR of paper filings).

Lunch on Own

Concurrent Sessions: 1:45 PM – 2:45 PM

"Crisis Averted"

Not every cyber-attack has an unhappy ending. In this session you will hear about a cyber security event-success story. The presenters will cover topics such as operational preparedness, event management, communication strategies and lessons learned. Having an emergency response plan and an established governance structure before an attack occurs is critical to successfully managing a cyber-attack where quick actions are needed to protect the court's technology resources from potential disaster.

Judicial Dashboard – An Appellate Judge's Tool

The Indiana Supreme Court Judicial Dashboard (J-Dash) is a tool used by the justices to streamline case management and the flow of cases on their docket. The Judicial Dashboard has expanded since 2019 and is now used by the Court of Appeals of Indiana for case management and administrative purposes but customized to their needs. The Supreme Court J-Dash has matured as well, including several new features for administration and data collection. This session will demonstrate the features of this custom software for other appellate jurisdictions that may be facing similar circumstances in the appellate courts.

Potential Limitations of Remote Court Services

What should we be thinking about with remote hearings when it comes to potential negative consequences or challenges? How can courts plan to minimize or avoid harms? Your court is

already thinking about how to do remote proceedings well, but what we can we learn from challenges faced in other jurisdictions? What about the challenges yet to come.

A Courts Journey into Data Standards, Integration, Data Literacy
This session will feature the work of the Orange County Superior Court of California as part of their mission to build business intelligence around data. It will feature work they have conducted to build a centralized data warehouse that integrates 3 case management systems that are used for local and state reporting standards. This work involves moving focus towards national data standards (Courts NODS Compliance) and doing some predictive analytics with the data. The court is moving to having "Data as a Language" by reinforcing this vision through effort and curriculum to increase data literacy/fluency.

The Grass is Always Greener: Buy, Build, On-Prem & Cloud
When courts struggle to maintain software, they yearn to buy. When courts struggle with a vendor, they yearn to build. And we are promised that our problems would all be solved if we just move to the cloud. Coming out of the COVID-19 pandemic, many courts are gaining funding for much-needed upgrades and revisiting past decisions in this area. How can you make objective decisions? Hear from court IT leaders who have crossed or are in the process of crossing those fences for the promises of greener grass. Learn how to objectively weigh the pros and cons of each option and make decisions you can be comfortable with for decades.

Concurrent Sessions: **3:00 PM – 4:00 PM**

Being Mobile for Any Situation
This session will describe how to design and implement technology that converts your Judges and staff to a completely mobile work force. Florida's 14th circuit, everyone from the Judges to the receptionists use Surface Books and can work anywhere with an Internet connection. With this mobility and in conjunction with our infrastructure (Palo Alto VPN, Polycom Clariti Bridge, and Zoom), they have one of the most-mobile Courts, if not the only fully mobile Court, in the U.S. They were a partial remote court before Hurricane Michael, which prompted them to move towards becoming fully mobile. With the pandemic, they quickly completed moving everyone to having mobile access which now gives us flexibility for multiple events. They now have full-time staff working remotely, even from South Korea.

Digital Evidence – A Look at Policy and Use Cases
Courts are facing a deluge of digital evidence. Everything from police body cam video, 911 audio recordings, red light camera video, and cell phone "at the scene" videos. Learn how the courts are working to address the need to properly manage, store, retain and protect digital evidence. This session will discuss policy and use cases.

Let's talk! Crowdsourcing Ideas and Solutions
This will be a highly interactive session with the Tiny Chats team that will be exploring remote proceedings and more.

Leveraging Data and Metrics to Drive Success
Using case flow metrics that move courts from identifying problems to taking actions on issues, this session will provide a walk-through of Field Reports that are sent to the staff to identify the cases that need to be worked on to alleviate pending beyond caseloads. The field reports are

provided with filters that allow them to see case detail, such as type of action, last hearing held, Judge assigned. This makes it easier for them to drill down and really see where their time should be spent.

AI BOTS and Case Management
This session will focus on the use of Natural Language Processing (NLP), Optical Character Recognition (OCR), and bots in court case management and e-filing systems. How might these tools be used and even serve as a supplemental digital workforce? We will cover the benefits and possibilities as well as the challenges and considerations for courts looking to implement this technology. We will also showcase several courts that are successfully using the technology and discuss the findings of recent reports on the subject.

Concurrent Sessions: **4:30 PM – 5:30 PM**
Cybersecurity Optics – Inquiries and Communications during a Cyber Event
This session will work on the challenging issues around communication during a cyber event. How courts deal with the optics of a cybersecurity incident when the information is incorrect. This session will focus on how a court, and what personnel, should respond to inquiries of a cybersecurity incident.

Municipal Court Digital Transformation - Portal
As early as 2016, the Franklin County Municipal Court recognized the need for an electronic search warrant delivery and signature system beyond their existing simple PDF templates with digital signatures sent via email. While this was an upgrade over physical delivery of warrants for signature, it was clunky and plagued with problems, frustrating both officers and Judges. In the Fall of 2020, the Court partnered with a software developer with the goal of developing a custom, all-encompassing e-Warrant application. It didn't stop there! With 100% paper processes and no technology on our benches, we decided to think big. Beyond just e-Warrants, we wanted a single tool that would encompass all our disjointed Court-wide processes. The Ohio Court Application Portal (Ohio CAP) was born. Learn about the applications on the portal, discuss the process used to build them, and the benefits of going the custom route vs. trying to fit multiple off the shelf systems into our environment.
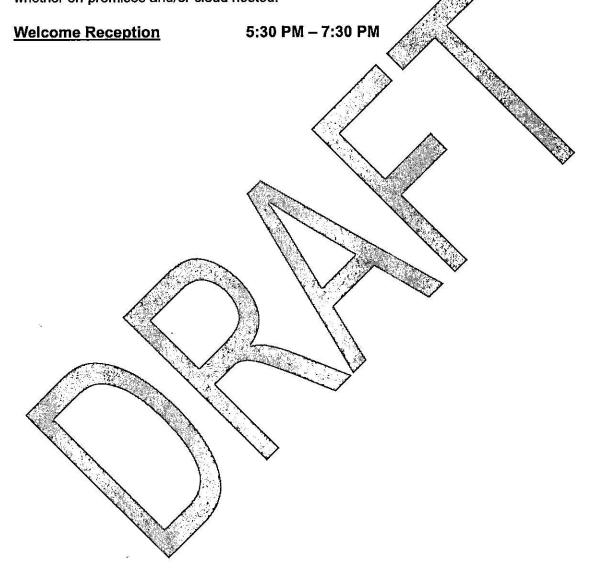
A Look at Supporting Remote Services – Beyond Remote Hearings
Remote Services - It's not just hearings. A multi-state panel explores the ways courts can leverage technology and a remote environment to offer several types of court services, from clerks to payments to juries, learn about innovations in remote court services!

Streamlined Integrations with Dashboards
The COVID-19 pandemic has presented a substantial challenge to the administration of justice, necessitating the implementation of novel technological solutions to sustain operations and uphold public confidence in the court system. To address this challenge, an in-house initiative was launched to develop a digital platform called "Approach the Bench." This platform has evolved from its initial function of facilitating the electronic transfer of court documents into a comprehensive solution that offers numerous benefits beyond conventional e-Bench systems. The in-house development of the platform without external vendor involvement has resulted in minimal personnel costs for the court and county. The implementation of the platform has yielded a substantial return on investment. Since the launch Approach the Bench has processed more than 21,000 documents, with a time savings of 313,725 minutes, equivalent to the work of 1.53 full-time employees and representing an estimated cost savings of $88,721.64 per year.

Successful Transformation
This session will cover best practices and success factors in procuring, implementing, and administering a technology project. The goal is to provide the participants with a blueprint of action steps to successfully procure, implement, and manage a large technology project whether on-premises and/or cloud hosted.

Welcome Reception   **5:30 PM – 7:30 PM**

Wednesday, September 13, 2023

Breakfast

Registration & Conference Information

Midnote Speaker:

Exhibit Hall

Exhibit Hall Lunch

Concurrent Sessions: 3:30 PM – 4:30 PM

Recovering from Disaster
This session will look at how to assess and strategize improving recovery time objectives. Do you know how long it would take to recover all your data if you lost everything? What type of recovery thresholds have the court's established with the plan, and how would actual recovery times align? How much data do you store? Do you have knowledge of dependencies and a protected infrastructure zone for recovery? Find out how Arizona looked at all these questions and came up with solutions to bring their recovery time into better alignment with recovery tolerance thresholds and compare why this is so critical by discussing a court cyber incident in Alaska.

Can You Hear Me, See Me? – Technology Enhanced Courtrooms
Today's courtroom depends on audio more than ever before. Recently, Covid courtroom audio and video problems show that providing good audio and video camera images are two of the most common problems facing court support personnel. With growing utilization of video conferencing, audio capture for language translation, voice-to-text recording and the many other new technologies becoming common to courtrooms the dependency on audio video systems will only become greater. This session will discuss many common courtroom audio and video problems and how to correct them and provide important insight to designing the audio systems for today and tomorrow.

Domestic Violence Portals – AZPoint and KSPOP
Domestic Violence portals leverage technology to offer safer and more user-friendly ways to seek assistance. Learn from multi-state examples about how courts can address safety, stigma, and other concerns.
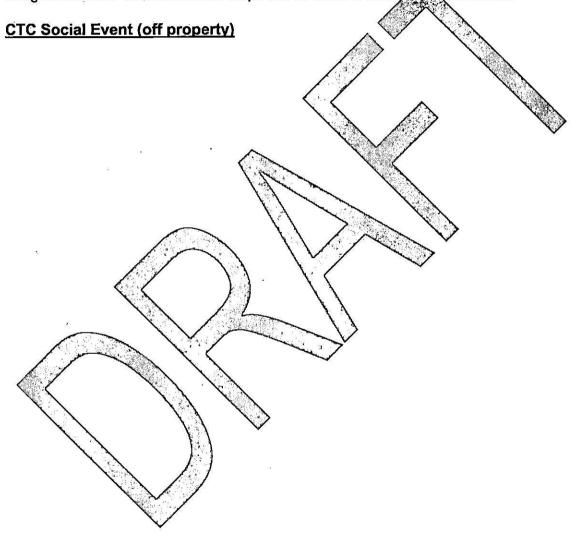
Handling Data Requests
The Nebraska Administrative Office of the Court and Probation (AOCP), uses several systems to manage tasks related to projects and data requests. Most recently, the AOCP has integrated Zoho software that allows teams to plan, track and collaborate on data requests with their existing Gmail. As a result, users can move tasks directly from Gmail into Zoho, where the tasks are marked in various stages of the Research and Data Team's blueprint. Data requests are submitted through a standardized Qualtrics form that allows for an easy transition into Zoho. The combination of programs allows users to communicate their requests effectively and efficiently, and the AOCP, in turn, to manage and respond to data requests quickly and appropriately. The session will provide an overview of the combination of systems, how they are

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used in exemplar cases and implications for future data requests. The session will, moreover, discuss other organizations provided by participants and compare tools for data request management, database management directly, and the power of these systems to improve efficiency without sacrificing effectiveness or methodical and statutory requirements.

ChatGPT and Other AI Tools – Uses and Ethics Implications
This session will take an interactive look at some of the newer AI tools such as ChatGPT and look at how these tools might be used both internally, in operations and process, or may enter the court externally, though case filings and other communications. Some of these tools are not perfect and their use may introduce errors and inaccuracies. What are the ethical implications of using these tools? What actionable steps can be taken to reduce errors and bias?

CTC Social Event (off property)

Thursday, September 14, 2023

Breakfast

Current Sessions: **8:30 AM – 9:30 AM**

Cyber Hot Topics
This session will include an esteemed panel of Court Information Officers that will go through and explore several hot topics related to cyber security in your COOP, rather that process focused overload. Using cyber controls and cyber hygiene controls that are more understandable. Discuss the different models that would be useful. Cyber Insurance – yes, it is still an issue.

Embedded Learning for Court Staff
Are courts saying that they can't make time to pull staff away from their daily tasks for traditional classroom training for your software solutions? Is providing instructor-led training & coaching infeasible due to remote/hybrid work environments, economics, or based on calendar. Michigan's Supreme Court Judicial Information Services (JIS) has faced these challenges: they have implemented a new type of web-based tool; and are using education-industry cutting-edge methodologies to put the guidance & learning materials right in front of the court clerks, as a part of the workflows they need to follow to complete their daily tasks. Using a commercially available service framework that doesn't require programmer effort, JIS is building an embedded learning experience inside our case management solution to provide step-by-step "guides" to end users.

Kiosks in Public Spaces – Reaching Underserved Communities
If virtual proceedings can take the court into your home, what happens when you take a virtual access point into the community? Come find out how community-based kiosks and other innovations can bring services to legal and justice deserts.

IDEA – Institute for Data, Evaluation, and Analysis – A Strategic Campaign

AI from the Judicial and Court Perspective
Artificial Intelligence (AI) became a national fascination in 2023 when ChatGPT captured headlines everywhere. This presentation will define AI and machine learning, explain AI's strengths and weaknesses and AI's potential uses – and risks -from a judicial and court perspective. It will include content from the Center for Legal and Courtroom Technology's (CLCT) work in the area, especially its February 2023, symposium, Problematic AI, Finding the Best Way Forward. This session is especially recommended for judges.

Concurrent Sessions: **9:45 AM – 10:45 AM**

Building Alliances for a Secure Culture
Many technical departments find it difficult to speak the same technical language with security departments. This session will explore how the Maryland Judiciary formed alliances within their information technology department to create a modern security program.

ECF 5.0. Courts Can Now Use e-Filing to Automate Scheduling and Service of Process
The next generation of e-Filing systems (ECF 5.0) supports scheduling of court hearings and limited electronic service of process through process servers and registered agents. This presentation will include lessons learned and best practices from ECF experts, e-Filing providers and courts that have recently implemented the new services enabled by ECF 5.0 (e.g. Texas, Illinois).

How far upstream can remote services go? Diversion and Pre-Filing
Eviction diversion programs around the country are increasingly leveraging technology to connect landlords and tenants with an array of legal and non-legal services. Project staff from courts participating in the NCSC Eviction Diversion Initiative will discuss the ways in which technology and remote court proceedings have allowed them to engage more effectively with community partners and to build bridges between the court and local service providers. In ways big and small, technology is creating new opportunities for courts to serve as points of connection.

Dashboards for the Public and Policymaking
Data analytics is a focal point in today's world. Business Intelligence used for timely fact-based decision-making is becoming an adopted trend it the courts. Locally, Data analytics is used to perform data quality activities, review data trends, and steer decisions. This session will focus on the opportunities and challenges of these initiatives with Court data. FL Use Case: The legislature in Florida passed groundbreaking legislation requiring statewide criminal justice data collection and reporting. A public dashboard displays this data used to drive Florida legislative decisions and evaluate court performance. For this complex project, Data collection methods had to be reviewed statewide and standardized, including definitions, an arrest affidavit, and a statute table. Another Florida law established a statewide database of guardians/guardianship case information to facilitate improving court oversight. The nationwide demand for transparency and data will likely steer more states to this new standard.

AI Avatar Courthouse Kiosks
Limited-English Proficiency (LEP), low literacy, or a disability should never be a barrier to access the courts. Learn how New Mexico has integrated a bilingual AI chatbot, Clara™, into a courthouse kiosk to expand court access. New Mexico's robust language access program includes unique practices such as LEP jurors, scribing services, and accepting forms completed by litigants in languages other than English. Clara courthouse kiosks add technology to the mix to enhance these trailblazing initiatives. The kiosks combine an AI avatar that communicates via voice and text and gets smarter with use. Clara gives directions to find the location of the user's hearings, assists them in obtaining court forms, provides directory services, and checks in jurors. The kiosk can connect the user with a clerk and interpreter, if needed. This is all delivered by Clara, an engaging avatar with a built-in friendly personality, who relies on Natural Language Processing (NLP) and human interaction to build her knowledge base.

Endnote: **11:00 AM – 12:00 PM**