

Orleans Civil District Court Technology Services

The Court is pleased to announce that it is expanding its Technical Services to practitioners at the Loyola Street Courthouse.

This service will include use of both installed and mobile video display systems, Video Conferencing (via Skype), ELMO Interactive Document Display systems and General IT Services. These services/tools are available to reserve for a small fee and should be reserved at least 2 business days in advance of the event so a required Pre Visit and setup can be scheduled and completed; all equipment and services are first come first served. Also, you are also required to have the judge's permission to use audio/video equipment in the courtroom and must get this permission prior to submitting the request noting this approval on the request.

Technology Services – these services include assistance with setup and connections to court equipment, (mandatory 30 minute set up required with the use of any court gear to allow for set up and testing). Also any services to assist with resolving issues with non-court owned equipment during courtroom events, emergent situations only, no routine maintenance or technology repair service is provided. These services are billed at a rate of \$75.00 dollars (US) per hour in 15 minutes increments, all services are documented thru the Court's Work Request System and payments are made to the Judicial Expense Fund; the completed Work Request becomes the invoice. Any service requiring System Level Support is billed at a rate of \$125.00 dollars per hour (US) again billed in 15 minute increments.

Video Display Systems – there are installed and mobile systems, both are available for use by practitioners in courtrooms for any event. The use of the system can be requested by completing the form located on the Court's website, you will receive a confirmation email in return and there will be a follow-up if there is a conflict or problem and to set up your pre-visit (pre-visits are normally completed the afternoon prior to the event, in the case of a Monday event they are conducted on Friday afternoons). The systems can be used to display any media you normally would on a computer from static documents to Power Points presentations, video and even Skype (Video Conference) sessions. There is a use fee for the mobile video systems; the daily fee is \$150.00 dollars (US) for locally

displayed media. Skype (Video Conference) sessions require a separate court provided internet connection and are charged at \$200.00 dollars (US) a day; there is also a 30 minute mandatory IT service charge for setup and testing for use of any of the displays (Skype setups require 4 hours). This would be invoiced thru the courts Work Request system and payment made to the Judicial Expense Fund.

ELMO – as with the Video Display systems the same process for reserving would apply as well as the 30 minute mandatory IT pre-visit charge. The ELMO's daily use fee is \$40.00 dollars (US) and like all equipment you should reserve by simply completing the form located on the Court's website. Please note that the ELMO's would require a Video Display system/projector to work and that is charged at the rates noted above. All Technology support and equipment is first come first serve, so to ensure your need is supported, do complete the form located on our website, here:

<http://www.orchestrate.com/videoservice.html>

It is the only way to request video service. If you will be using any of your own equipment, such as your own laptop or your own ELMO, you should not check that piece of equipment on the form, but do mention it in the comments area. It is mandatory that "Pre Visit" be checked on the form. "IT Service" is only used if an issue occurs during your proceeding that requires one of our technician's assistance. Do not check it.

Complete the aforementioned form, email it to us at helpdesk@orchestrate.com, and we will contact you to schedule the pre-visit and answer any other questions you may have.

If you would like to call us, you may do so at 504-407-0380

Thank you