

# 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.

These service will include use of both installed and mobile video display systems, Video Conferencing (via Skype), ELMO Interactive Document Display systems and General IT Service. These services/tools are available for reservation for a small fee and should be reserved at least 48 business hours in advance of the event; all equipment and services are first come first served.

Technology Services - these services include assistance with setup and attachment to court equipment, (mandatory 30 minute set up required with the use of any court gear to allow for set up and testing) as well as 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 both 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 any other problem.

The system 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.

Users of the system may also request a date and time to come to the courthouse prior to the event and review the system and how it works, there is no charge if this is simply exploratory.

There is a use fee for the mobile video systems or, 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 either Skype or local displays. Again 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 services charge. The ELMO's daily use fee is \$40.00 dollars (US) and like all equipment you should reserve by simply by 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, to ensure your need is supported a request by completing the form located on the Court's website is the only method of reserving; following up with a call as your event nears is also encouraged.