

Agency IT Operations Plan

2017-2019

Office of Administrative Hearings

Line of Business: General Government
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Agency Number: 1400

2015-2017 Accomplishments

- Upgrade to ProLaw 2016

2017-2019 Technology Strategy Information

Goal

Strategy

Upgrade ProLaw website software

Adopt efficiencies in newest ProLaw website software

Utilize PCs

Support day-to-day operations, to include word processing for all staff, on-line legal research, and timekeeping

Utilize digital technologies

Digital voice recorders are used to record most of the OAH hearings that are conducted, with exception of hearings taken down by a court reporter

Identify and seek to incorporate efficient and cost effective practices and solutions

Continue to evaluate use of video technology to conduct hearings when feasible

2017-2019 Planned Activity Information

- Upgrade ProLaw website to newest version
- Utilize video conferencing technology to conduct hearings
- Maintenance and enhancement of all systems to meet agency and public needs
- Maintain and expand case management and case tracking and reporting capabilities
- Have easily and publicly accessible, accurate, and consistent information and data
- Upgrade case management and billing system to new version

2017-2019 Technology Being Investigated or Considered

- None identified

New Projects

- None identified

Technical Infrastructure Information

Number of Computers/Workstations	5
Number of Portable Devices	0
Number of Network Printers	2
Number of Servers	0
Number of public-facing web sites	1
Number of internally facing web sites	0

Application Information

ProLaw

Case management, timekeeping and billing

Agency website

Public information