

## Agency Operations Plan 2015 - 17

### Agency:

Office of Administrative Hearings

### Line of Business:

The Office of Administrative Hearings ("OAH") must conduct administrative hearings for all state administrative agencies, boards, and commissions under N.C.C.C. chapter 28-32, except hearings conducted by the Public Service Commission, the Industrial Commission, the Commissioner of Insurance, the State Engineer, the Department of Transportation, Job Service North Dakota, and the Commissioner of Labor. N.D.C.C. section 54-57-03(1). Additionally, N.D.C.C. section 54-57-03(1) and other specific statutes require OAH to conduct other administrative hearings. Additionally, OAH conducts hearings for state agencies and local governmental entities not required to use OAH to conduct their hearings.

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### Technology Strategy:

OAH uses PCs for its day-to-day operations, including, but not limited to, word processing by all staff, on-line legal research, and timekeeping. Digital voice recorders are used to record most of the OAH hearings that are conducted, with the exception of WSI hearings, which are a mixture of digital recordings or taken down by a court reporter. Other agencies occasionally use court reporters, too.

OAH adopted administrative rules allowing the electronic filing of documents. We do not anticipate a large demand for electronic storage or technology at this time.

In an effort to reduce travel time and expense for the parties involved, especially in the western part of North Dakota, OAH is looking to begin using video technology to conduct some of its hearings when feasible. This is still at the planning stage; however, we presently plan to use already-existing facilities such as the PSC hearing room so as to not duplicate state resources.

### Technology Infrastructure:

OAH uses ITD's SQL server services to host its database for billing and case management. It also uses ITD's server services for file and print functions. In July 2013, OAH implemented ProLaw as its solution for case management and timekeeping/billing. Desktop PCs running Windows 7 and Microsoft Office 2010 are used for day-to-day activities. One telecommute employee accesses the state network via ITD-supplied VPN solution. PCs and MS Office products were upgraded May 2013.

### Planned Activities:

- (1) Have modern, integrated IT tools that are well-supported;
- (2) Continue to maintain and enhance all systems to meet OAH, user agency, customer, and public requirements. Current hardware usage involves five active desktops and one inactive desktop. Replacement/upgrading planned in April or May of 2017.
- (3) Maintain and expand case management and case tracking, and case reporting capabilities. Implement web-based entry of ALJ timekeeping for contract ALJs.
- (4) Have easily and publicly accessible, accurate, and consistent information and data.

### Technologies being considered or investigated:

Nothing new at this time.