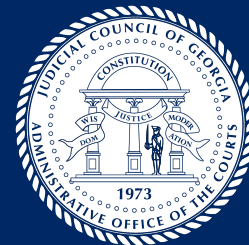


COURT TECH TALK

JUDICIAL COUNCIL OF GEORGIA
ADMINISTRATIVE OFFICE OF THE COURTS
INFORMATION TECHNOLOGY DIVISION



CELEBRATING OUR **50th** ANNIVERSARY

Why You Need Documented IT Policies & Procedures -- We Can Help

"The most damaging phrase in the language is 'We've always done it this way'." This quote from Rear Admiral Grace Murray Hopper reflects the need to constantly think forward, rather than look backwards. This is essential in these times of disruption and change. Don't be complacent – poor security can leave you and others vulnerable, and cyber-attacks affect organizations large and small. We all need a current and adaptable computer security policy to shield ourselves from evolving cyber threats. By taking a proactive approach and promoting a security-conscious mindset, we can stay ahead of potential risks and keep our data safe.

The goal of a computer usage policy is to create a safe computer environment within your organization for all parties. It helps us protect our sensitive information, prevent unauthorized access to our devices, and handle potential risks effectively. It shows us the dos and don'ts to ensure that our computers and data remain safe, secure, and available when we need them. By following these guidelines, we can spot vulnerabilities, learn about best practices, and respond quickly if something goes wrong.

But it's not just about having a policy. It's about creating a culture of security awareness in our everyday lives. embrace the idea that we can constantly improve our security measures. When we are aware and informed, we become the first line of defense, noticing and reporting any suspicious activities.

NEXT PAGE PLEASE ↘

The Court Tech Talk newsletter is published by the **Court Technology & Support Services Team** of the JC/AOC IT Division led by **Ben Luke**, Chief Technology Officer

Michael Neuren, IT Programs Manager
Kriste Pope, Systems Analyst II
Amber Range, Systems Analyst

Please let us know how we can serve you better!

CONTACT US



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- **Security policies help your organization uphold a professional environment and protect its reputation.** Defining appropriate or inappropriate uses of computers is a necessary step for any organization. A policy for use of your organization's computers protects you from security issues and from liability for illegal activity by those with network access.
- **Protects your organization's information:** Clear policies reduce the likelihood of breaches due to cyberattacks by outlining vulnerabilities and how they're protected.
- **Helps users** avoid making choices that can potentially place your organization in a legally- or publicity-damaging situation.
- **Prevents waste** of computer resources or time to ensure that use of the computer does not interfere with user's performance, duties, and responsibilities.
- **Prohibits contributing to activity** that may cause a disruption or denial of service, degrades its performance, or consumes network bandwidth such as employees' participation in circumventing or disabling security measures, countermeasures or safeguards, like firewalls, content filters and antivirus programs.

You should evaluate computer security policies, procedures, and plans regularly and update them as needed. With existing threats continuously evolving and new threats appearing almost daily, your organization must take a proactive approach to maintaining strong cybersecurity protections. Does your court, agency, or organization have security policies for acceptable computer use, password strength, or an incident response plan? We can help you start developing IT security policies for your agencies with templates for policies and plans as guidelines.



Security Awareness Corner



hackers



You may think of cybercrime as something that would never happen to you, but much like in real life, anyone can be the victim of crime in the online world. You don't need to be a part of a three-letter government agency or a multinational corporation with industrial secrets or controversial products to be a target.

One of the main tools used in cybercrime is social engineering. A social engineer is someone who uses psychological tricks to con others into doing things that are against their own--or their organization's--best interest.

Once you learn about the ways cybercriminals can trick you into giving access to your organization's resources, you can recognize the signs of an attack, and take action to protect yourself and your organization.

The cybersecurity world may feel scary, but learning about cybercrime and the warning signs of an attack can be your shield. You can stop cybercriminals from succeeding by using these lessons. One person can bring down their organization by clicking on a link in a phishing email, but that same person reporting a phishing email message can save their organization. Cybercrime happens every 39 seconds, and you could be the one who stops it from happening at your organization.

Click [HERE](#) to Read Full Article



K

&

A



Microsoft Outlook Users

Follow Up

Do you flag emails for follow up and set reminders inside of Microsoft Outlook?

Watch this quick & informative tutorial Amber Range put together to help you learn how to flag emails for follow up and add reminders so you don't forget to take action on important emails.

WATCH NOW



Microsoft To Do:

Lists, Tasks, & Reminders

Microsoft 365 and Outlook.com have a new tool for managing tasks.

If you've signed in using a work account, you can learn more at [Use Tasks in Outlook on the web](#).

If you've signed in through an Outlook.com or other Microsoft account (such as Hotmail), you can learn more at [Use Tasks in Outlook.com](#).

Either way, click Video Tutorial to watch a quick overview.



VIDEO

TUTORIAL

Did You Know?

You can record steps to reproduce a problem. Windows Steps Recorder (called Problem Steps Recorder in Windows 7) is a program that helps you troubleshoot a problem on your device by recording the exact steps you took when the problem occurred. You can then send this recording to a support professional to help them diagnose the problem. Click below to see how it works!

Excel ~ AutoFill vs Flash Fill



AutoFill and Flash fill features in Excel are very similar but not the same. The AutoFill feature senses the pattern of data, but it can only repeat a simple pattern. On contrary, the Flash Fill feature can sense, repeat, and make adjustments to a pattern based on what the user is attempting to do.

Click the button to watch a video for some examples of how they both work.

WATCH NOW



WATCH NOW



The Judicial Council/Administrative Office of the Courts (JC/AOC) 50th Anniversary and Meeting Highlights

The Judicial Council of Georgia held a General Session in person in Columbus, Georgia on April 21st, which was live-streamed and archived. During this meeting, the JC/AOC 50th Anniversary was highlighted by a special video compilation curated by Judge Tain Kell (Ret.). Click [here](#) to watch this special video presentation. Click [here](#) to listen to Director Clanton's remarks during the April meeting.



We shared Chief Justice Boggs interview on our 50th anniversary in our April Court Tech Talk Newsletter. Click the button to head on over to the Judicial Council of Georgia's YouTube channel to view interviews from Former Chief Justice Harold Melton and Leah Ward Sears, Judge Brian Rickman, Judge Warner Kennon, Judge LaTisha Dear Jackson, Vice Chief Judge Amanda Mercier (now Chief Judge), and Judge JaDawnya Baker. Make sure you subscribe to our channel while you are there!

A Habitat for Humanity service event will take place on September 23, 2023 in Cobb County. Please contact [Bruce Shaw](#) if you are interested in participating.



CONGRATULATIONS!



The Judicial Council/AOC received a proclamation from the Governor honoring its 50th anniversary.



Judicial Council/AOC staff were presented the Spirit of Justice Award from the State Bar of Georgia Judicial Section, presented by Judge Dear Jackson and Justice LaGrua (photo credit: Chief Justice Michael Boggs).



Court Tech Testimonial

QR Codes in the Eastern Judicial Circuit - Submitted by: Casey Martinez

Over the past several years, we in the Eastern Judicial Circuit Superior Court have used QR codes to direct the public both to pages on our website and to web-based forms they may need to complete as litigants. A QR code is a type of barcode that when scanned by a smart phone's camera app can direct the user to a website. While QR codes have been around for almost a decade, most people became familiar with them during the pandemic when restaurants began using QR codes for "contactless menus." Here in the Eastern Judicial Circuit Superior Court, when we direct litigants to a website or web-based form, we also include a corresponding QR code. For example, when we send parties a letter informing them of our Superior Court's mediation requirement, that letter contains QR codes for the web-based mediation screening form they must complete and for the mediation scheduling site. Since the majority of our litigants own a smart phone, they are able to easily scan the QR code using their phone and get to the necessary information/form instead of typing out a lengthy website address. When it's easier to comply with a court requirement such as mediation screening, parties are more likely to comply. We also added a QR code to our juror summons that will take jurors to our *eJuror* site when they scan. And generating a QR code is easy...and free to the court! For more information on how we are using QR codes in the Eastern Judicial Circuit, please contact Superior Court Deputy Court Administrator & ADR Director Casey Martinez at ccmartinez@chathamcounty.org



Think Before You Scan!

Hackers can create malicious QR codes which send users to fake websites that capture their personal data such as login credentials or even track their geolocation on their phone. This is why mobile users should only scan codes that come from a trusted source.

Thanks to Casey Martinez for submitting feedback and sending us this article to share with our Court Tech Talk subscribers! You can help us help your peers with your ideas and suggestions that help you get through the day using a certain product. Also, if you just have a Tip or Trick that could help someone else, please submit them to us. We could highlight your idea in a future issue of Court Tech Talk. We look forward to receiving your input. Please click Let's Talk to submit and share.

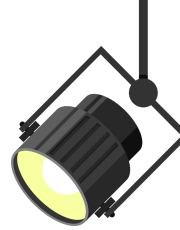
LET'S TALK

QR codes in the court system help speed up court processes by their ability to embed any information in the code, which is then accessible by scanning it through smartphone gadgets. Digitization in the government sector is on the rise because of technological innovations.



PRODUCT SPOTLIGHT

GSP Citations Web Service



The AOC Citations Web Service enables the electronic transmission of citations from Georgia State Patrol to Courts and ultimately to the state. In conjunction with private Records and Case Management System vendors as well as several state agencies, the AOC is managing these efforts to enable electronic processing of citations from origination to disposed status reporting. The ultimate goal is to facilitate the exchanges of citation data across multiple organizations in an accurate, timely, and efficient manner.

Register your Court for an Account!
Click the button to request a new
account for your court



Court Observation Program for JC/AOC Employees

In 2022, the AOC embarked on the exciting new court observation program, known as the AOC Academy. This program was created for AOC staff members to observe the important work done in courts across Georgia. AOC Academy has maintained its momentum to educate our employees. We have sent three cohorts out in 2023, and plan to continue our endeavor.

Each AOC cohort consists of four staff members. We purposely try to send two individuals to a more metro court and then the other two to a more rural court. Concluding, we host a debrief where they discuss their individual experience, what they observed, differences and key take aways.

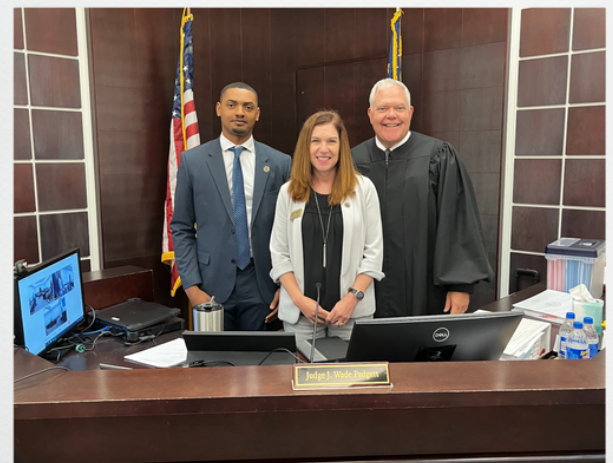


Pictured (L to R) are Tiffanie Bacon, Testing and Event Manager, with Superior Court Judge Russell Smith, and William Scott, AOC Staff Attorney

Tiffanie Bacon and William Scott visited Judge Smith in Stephens and Habersham County Superior Courts. Judge Smith serves in the Mountain Judicial Circuit which consists of Habersham, Stephens and Rabun counties

If you are interested in hosting us, our agency would be forever grateful.

Please contact **Amber Range**.



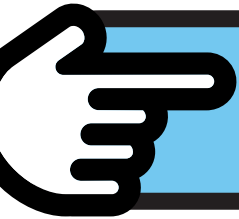
Pictured (L to R) are Ghyovani Vielot, Jr. Systems Administrator, Kriste Pope, Systems Analyst II, and Superior Court Judge Wade Padgett

Ghyovani Vielot and Kriste Pope observed Judge Padgett in the Superior Court of the Columbia Judicial Circuit. The Columbia Judicial Circuit is a one county circuit.

TRAINING CORNER

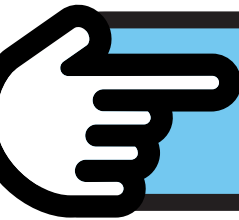


Upcoming Training Opportunities



Microsoft Word for Legal Professionals - Divided into Two Virtual Lunch and Learns

Part 1: Tuesday, July 25th from 12-1pm
Part 2: Thursday, July 27th from 12-1pm



Using Quick Parts and Auto Text - In Microsoft Word

Wednesday, August 16th from 12-1pm

Are **you** and your staff taking advantage of these free training opportunities? Please forward our training announcements to judicial members who might have interest in attending! Click the links to sign up today! The bookmark above will take you to our training and development page.

Bookmark us!

2ND QTR TRAINING STATS

- 73 participants attended the Microsoft Outlook training led by Amber Range on May 31st
- 46 participants attended the second Microsoft Excel Beginner/Intermediate training led by Kriste Pope on June 29th

Testimonials



"Great information on Outlook. Thanks!"

"I really appreciate the classes!! Learning better ways to do my job is always a plus!!"

"Great Training, I learned so much and the trainer/teacher was easy to understand and follow. I would sign up again to hear it again, or to have more training on it. Good info!"

All product names, logos, and brands are property of their respective owners. All company, product and service names used in this website/publication are for identification purposes only. Use of these names, logos, and brands does not imply endorsement.

We will announce more training opportunities in the October Issue of Court Tech Talk.

Do you have a suggestion for a training class?

Are you interested in scheduling a one-on-one or group training on a specific topic?

Our team can travel to you or schedule a remote session.

Please contact us for consideration.

Someone from our team will be in touch!

We look forward to hearing from you.

See you in October!

Your Court Tech Talk Team,
Michael, Kriste & Amber