



Technology Process and Outage Box Directive

To be prepared for any IT outages to include the JUSTICE system and any other Nebraska Judicial Branch IT application, it is necessary to ensure each trial court has an internal process readily available to continue trial court operations smoothly during such interruptions. Although some trial courts have stored recovery documents and files on separate databases or hard drives on other networks, this approach does not fully address the risk of a complete technology system failure.

Effective immediately, all trial court clerks' offices are required to create and maintain an internal process and a Technology Outage Box that will contain all essential paper documents needed by judges and court staff during a technology outage to ensure continued trial court operations. (See attached list of what must be included. Please also include any other documents that are essential to your office.)

The clerk's office must implement an internal process for holding court proceedings and continuing to provide administrative support to the trial court, including the creation of a Technology Outage Box. A Technology Outage Box should be in an accessible area in each courtroom or clerk's office. This will ensure that all judges and court staff can easily retrieve the necessary documents when a state technology system is down. Trial courts with multiple courtrooms should consider preparing a separate Technology Outage Box for each courtroom, as well as one for the clerk's office. The internal process and Technology Outage Box should also be updated at a minimum on an annual basis to ensure the internal process and Technology Outage Box include any changes to court schedules or updated court documents that are necessary for trial court operations.

Please implement this directive promptly and inform all staff of the internal process to follow in the event of a technology outage that limits the trial court's ability to use JUSTICE or any other technology application.

Action Required:

The internal process for holding trial court proceedings and continuing to provide administrative support to the trial court, including having and updating the Technology Outage Box, must be included in the trial court's yearly COOP plan.

Once a process for holding trial court proceedings and continuing to provide administrative support to the trial court and the Technology Outage Box has been assembled and is in place, please complete and return the acknowledgment as follows to confirm that the internal process and Technology Outage Box have been implemented, and court staff have been informed of the internal process:

- County Courts to Jody Uglow at jody.uglow@nejudicial.gov
- District Courts to Robin Baer to robin.baer@nejudicial.gov

The internal process must be created and implemented, Technology Outage Box must be assembled, and the acknowledgment returned by **April 30, 2025**.

Post-Outage Procedures:

Upon notice that technology is working and that the **JUSTICE** system is functioning, the following procedures must be followed:

1. File Stamp Paper Filings:

- a. File stamp every paper filing received, including orders from judges, journal entries and orders, and filings from attorneys and parties.

2. When JUSTICE System is Restored:

- a. Affix a barcode to each document
- b. Access ADDACTS and add each document:
 - i. Use the file stamp date as the “date filed.”
 - ii. Enter or scan the barcode
 - iii. Physically scan each document
- c. Orders that are scanned will automatically trigger eNotices to the appropriate parties.
- d. Read and manually enter information into JUSTICE, including:
 - i. Adding pleas, findings, and judgments.
 - ii. Scheduling the next court dates.
- e. Clean up COMACTS:
 - i. Select items that have occurred with a ‘1’ and press F11 to complete and add to UPDROA.
 - ii. Delete what is no longer pertinent.
- f. Retain the paper documents until the Image Compare Report is verified, ensuring everything has been scanned correctly.
- g. Issue a receipt in JUSTICE for each emergency receipt issued.
 - i. Ensure receipts are issued on the appropriate cases.
- h. Emergency Orders (e.g., Protection Orders, Emergency Custody Orders, etc.)—These may need to be issued before JUSTICE returns online.
 - i. Identify and notify agencies needing notice/service
 - ii. Manually prepare service documents
 - iii. Prove to the necessary office (e.g., Nebraska State Patrol/Local Sheriff or Police Department, Department of Corrections, etc.

Please ensure that all necessary documents are processed as outlined above and that timely updates are made in JUSTICE to avoid delays in case management or communication with external agencies. By following these steps, trial courts can ensure that all documents are properly processed and updated when the JUSTICE system is back online.