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The Marion Superior Court and the Indianapolis-Marion County Information Services Agency Honored with City Government Experience Award by The Center for Digital Government

Indianapolis, IN – September 25, 2024 – The Center for Digital Government (CDG) has honored the Marion Superior Court (MSC) and the Indianapolis-Marion County Information Services Agency (ISA) with a City Government Experience Project Award for their groundbreaking Marion County Superior Court Smart Courts Initiative. The Project Award recognizes innovative, single-focus digital city government projects that enhance public services and improve citizen engagement, accessibility, and efficiency.

The Smart Courts Initiative transforms the Marion County judicial process by leveraging cutting-edge technology to streamline court operations. The initiative integrates:

- Automated digital docket screens located in the Community Justice Campus lobby and at each Courtroom, as well as SmartScreen kiosks on every floor, which promote an efficient, streamlined Courtroom scheduling and wayfinding experience
- AI-powered speech-to-text technology that synchronizes real-time text with court audio recordings for immediate streaming of court proceedings and easy searchability of court records
- Cloud content management tools providing immediate access to courtroom recordings, which allows efficient management and review of court records.

Key technology partners on The Smart Courts Initiative included technology vendors TheRecordXchange, Infax, New Era, and Daniels Associates Inc. (DAI), ISA's Applications Managed Service Provider.

"We are extremely grateful to receive this award for the Smart Courts Initiative," stated Amitav Thamba, MSC Chief Technology Officer. "This project represents a collaborative commitment to developing a modern court system, making it more accessible, efficient, and transparent for all citizens of Marion County. This recognition is evidence of the hard work and collaboration between the courts and ISA to leverage technology advancements to serve our community better."

"We are honored to receive this recognition from the Center for Digital Government," said Collin Hill, ISA Chief Information Officer and Director of the Information Services Agency. "The Marion Superior Court Smart Courts Initiative shows our ongoing efforts to innovate and deliver digital solutions that streamline government processes and improve the overall digital experience for our citizens."

The Marion Superior Court and ISA are among 13 government entities across the United States and three in Indiana recognized for excellence in digital government initiatives. The CDG's Government Experience Awards spotlight leading U.S. cities, states, and counties pushing the boundaries of how governments use technology to engage with and serve their communities.

Awards will be presented during the virtual GovX Summit this Thursday, September 26, 2024.

For more information:

Government Experience Awards: <https://bit.ly/GovX2024>

Marion Superior Court Smart Courts Initiative: indy.gov/activity/it-strategic-plan

About the Marion Superior Court (MSC): The Marion Superior Court has jurisdiction over all criminal cases, civil issues, and family case types filed in Marion County.

About the Information Services Agency (ISA): The Information Services Agency provides IT services to Indianapolis-Marion County government agencies, helping departments fulfill their missions through innovative technology solutions that improve the efficiency, accessibility, and reliability of services for citizens.

About the Center for Digital Government (CDG):

The Center for Digital Government is a national research and advisory institute focused on state and local government technology policy and best practices.

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