



COVID-19 | Software & Data Strategies

Software Operations in Disrupted Environments

Strategies for Crisis Readiness

Steps to Data Safety in Crisis

1 Regular Data Backups:

The best protection against hardware failure and other threats is a good backup plan. Your agency should implement a routine backup of the "CSI" directories on your Servers, including subfolders of: VCMS, CMS, RMS, NRMS, PB, CPS, UB, and/or UBS.

2 Data Backup Validation

Additionally, please remind your IT team to **regularly test and confirm that backups can be restored if needed.** We urge you to take a moment and discuss this with your IT to safeguard your work.

3 Hardware: Are you in compliance?

All devices that run Courtware software solutions should meet or exceed Courtware's minimum hardware recommendations.

Get the latest hardware recommendations at:
www.CourtwareSolutions.com/hardware

Please note that Windows 7 and Server 2008 operating systems are unsupported as of January 2020.

4 Cloud-Hosted Solutions: Azure Hosting

Agencies on our Azure Hosted platform already meet hardware compliance standards and have routine backups made automatically. No action is required on the part of these agencies. If you would like more information on Azure Hosting or are unsure if you are on this platform, please contact our team.

5 Rescheduling Tools

Access rescheduling tools in our Court software to change court event dates.

6 Online & Phone Payments

Remind your customers of their ability to pay online as well as over the phone to reduce the need for in-court appearance



BACKUP Your Data

- ✓ Backup your data regularly
- ✓ Test restoration of your backups for validity
- ✓ Store a copy of backup securely offsite or in the cloud



HARDWARE Compliance

All devices that run Courtware software solutions should meet or exceed Courtware's minimum hardware recommendations.



Cloud-Hosted Software

Azure hosted agencies enjoy easy access to data across departments having distributed locations.



ONLINE PAYMENTS

Remind customers of their ability to pay online as well as over the phone to minimize need for in-court appearance



VIRTUAL COURT Sessions

Consider implementing hardware and software solutions that allow your agency to host remote court sessions.

www.CourtwareSolutions.com/virtualcourt

Courtware offers Azure hosting of our software solutions as well as hardware and equipment financing. Please contact us for more information.

Toll Free: 1-866-530-1452

For fastest support, submit your request online at:

Courtware.com