



Massachusetts Trial Court FY 2014 Budget

Module 5: Information Technology

The Trial Court will further enhance technology and telecommunications to reduce costs and increase efficiency:

- **Upgrade telecommunications in the Boston Municipal Court Department**
 - \$530,000 for system upgrades
 - avoid long distance phone charges
 - utilize central voice messaging system
 - pilot program to create central call center for all BMC divisions and reduce calls to Clerks' Offices
- **Invest in Business Intelligence Software**
 - \$625,000 for software and hardware
 - work in conjunction with MassCourts
 - build web-based dashboards for key management metrics
 - support data-driven decision making