

U.S. BANKRUPTCY COURT
NORTHERN DISTRICT OF OHIO

FISCAL YEAR 2004
ANNUAL REPORT



KENNETH J. HIRZ, CLERK

**UNITED STATES BANKRUPTCY COURT
NORTHERN DISTRICT OF OHIO**

Judge Randolph Baxter, Chief Judge
Judge Richard L. Speer
Judge Marilyn Shea-Stonum
Judge Pat E. Morgenstern-Clarren
Judge Russ Kendig
Judge Mary Ann Whipple
Judge Arthur I. Harris
Judge Kay Woods

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**UNITED STATES BANKRUPTCY COURT
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FISCAL YEAR 2004 ANNUAL REPORT

Introduction

The United States Bankruptcy Court for the Northern District of Ohio serves the 5,910,024 citizens of the northern 40 counties within the State of Ohio with offices located in Akron, Canton, Cleveland, Toledo and Youngstown. The 48,429 bankruptcy cases filed in this district in FY 2004 account for a 3% increase in cases filed compared to FY 2003. Case filing figures, as compiled by the Administrative Office of the U.S. Courts, continue to rank the Northern District of Ohio as the fourth largest of ninety bankruptcy courts nationally.

The judges serving during this fiscal year are listed by the city in which they serve: Honorable Randolph Baxter, Chief Judge, Cleveland; Honorable Richard L. Speer, Toledo; Honorable Marilyn Shea-Stonum, Akron; Honorable Pat E. Morgenstern-Clarren, Cleveland; Honorable Russ Kendig, Canton; Honorable Mary Ann Whipple, Toledo; Honorable Arthur I. Harris, Cleveland; and Honorable William T. Bodoh retired effective January 2, 2004. Honorable Kay Woods was appointed July 7, 2004, replacing Judge Bodoh and is seated in Youngstown.

Honorable William T. Bodoh served on the Sixth Circuit Bankruptcy Appellate Panel (BAP) from January 1, 2003, until his retirement. He was replaced by Honorable Mary Ann Whipple, who was appointed by the Sixth Circuit to a four-year term commencing January 1, 2004.

The clerk's office began the fiscal year with one hundred and sixteen deputy clerks throughout the district. Buyout and early-out options were available to the staff resulting in a reduction-in-force to one hundred and two staff. The reduction options were offered nationally to judiciary employees due to budgetary constraints. The office structure is shown in the attached Table of Organization. The clerk's office operated on a budget of \$6,873,051 and collected revenue of \$13,685,714 as identified in this report. \$481,001 was deposited with the court as unclaimed monies following trustees' distribution of the estate. \$279,323 of those funds were later redistributed. The court has placed the unclaimed funds account on our internet web site to facilitate the distribution of estate funds. Visitors to our web site, at www.ohnb.uscourts.gov, can also find filing statistics, general orders, local rules, administrative orders, judges' opinions and other pertinent information.

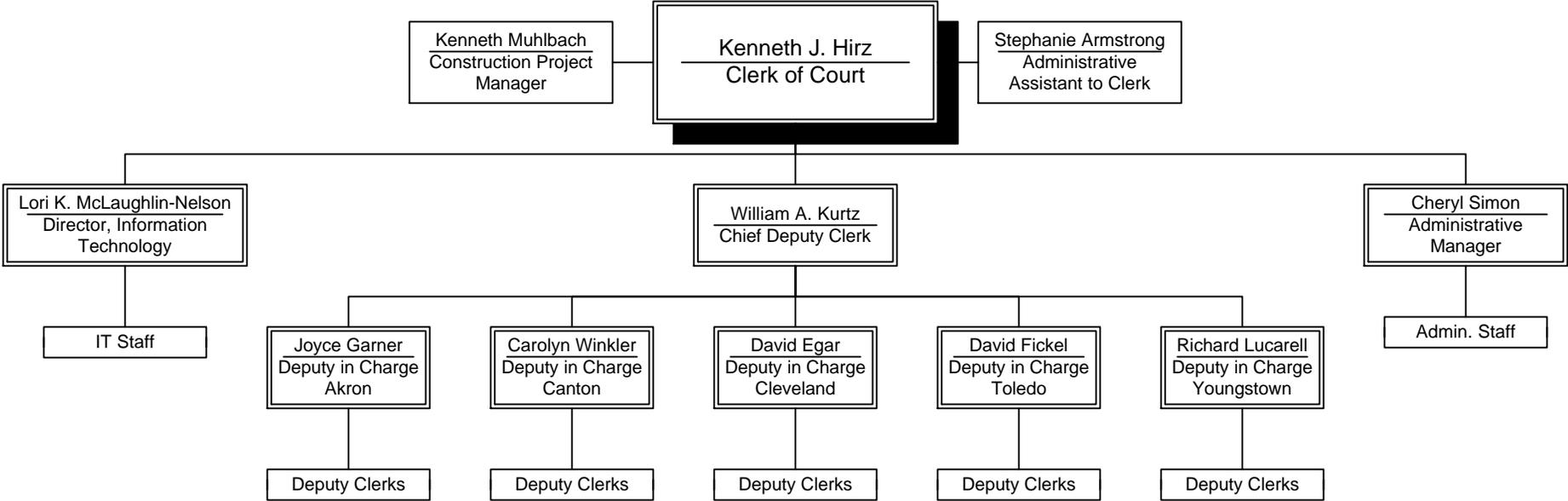
Electronic Case Filing (ECF) continued to be the most significant program operating in the court throughout the fiscal year. There are currently more than 2,700 registered attorneys and 374 creditors signed up for electronic filing of documents. ECF began on a pilot basis in this court on October 1, 2002. All attorneys were allowed to file electronically as of January 1, 2003. By January 1, 2004, attorneys were required to submit documents electronically according to General Order 03-1. During the fiscal year there were 1,154,218 transactions (docket events) in the ECF system. By the end of the 12-month period court staff were docketing 24% of all transactions and the computer allowed for the autodocketing of notices and other events accounting for an additional 33% of all transactions. Attorneys entered 23% of all transactions and trustees 19%. Less than 1% of the transactions were entered by claims agents, however, this represented one-half of all claims.

A number of alteration and renovation projects have been in process throughout the fiscal year. The most notable and certainly the most historic continues to be the \$40M renovation of the Howard M. Metzenbaum U.S. Courthouse in Cleveland. This prospectus project is scheduled to be completed in mid-2005. A lease-construct project in Canton is anticipated to be completed in 2007 and will create a new court facility replacing the current Frank T. Bow Federal Building. Planning for future renovations of the U.S. Courthouse and Custom House in Toledo is being delayed as a result of the Judicial Conference moratorium on Courthouse Construction Projects that is impacting the new Toledo U.S. Courthouse that had previously received site and design funding.

In the following pages, you will find a variety of statistical and case activity reports that identify the workload of the court. The Annual Report concludes with a summary of the clerk's office staff personnel and training activities and information technology initiatives that occurred throughout the fiscal year. The clerk's office remains committed to providing the highest level of service to the bench, bar and public. To that end, we welcome suggestions toward the improvement of services.

Kenneth J. Hirz
Clerk of Court

**United States Bankruptcy Court
Northern District of Ohio**



NORTHERN DISTRICT OF OHIO STATISTICAL ANALYSIS

A total of 48,429 cases were filed in this District in Fiscal Year 2004. (All references to Fiscal Year (FY) figures for our District throughout the balance of this report are based on an October 1 to September 30 calendar.) These figures represent an increase of 2.59% as compared to FY 2003. A comparison of the percentage of filings, by Chapter, during this time frame reveals the following:

	FY 04	% of Total
CHAPTER 7	39,963	82.52%
CHAPTER 11	82	.17%
CHAPTER 12	2	.01%
CHAPTER 13	8,382	17.30%
TOTAL	48,429	100.00%

This court is comprised of five divisional offices: Akron, Canton, Cleveland, Toledo and Youngstown. The distribution of the total filings referred to above, and the percentage of (increase)/decrease in filing for each office, are set forth as follows:

	FY 03	FY 04	% of Change
AKRON	6,597	7,222	9.47%
CANTON	7,036	7,034	-.02%
CLEVELAND	16,875	16,816	-.35%
TOLEDO	10,188	10,831	6.31%
YOUNGSTOWN	6,509	6,526	.26%
TOTAL	47,206	48,429	2.59%

These filing figures are unweighted and do not take into account the size of the cases filed. Therefore, they may not precisely represent the judicial workload in any particular division.

This mix of cases, by Chapter, in each office reveals the following:

AKRON

	FY 03	FY 04	% OF CHANGE
CHAPTER 7	5,416	5,940	10%
CHAPTER 11	11	7	-36%
CHAPTER 12	1	0	-100%
CHAPTER 13	1,169	1,275	9%

CANTON

	FY 03	FY 04	% OF CHANGE
CHAPTER 7	6,136	6,053	-1%
CHAPTER 11	8	15	88%
CHAPTER 12	0	0	----
CHAPTER 13	892	966	8%

CLEVELAND

	FY 03	FY 04	% OF CHANGE
CHAPTER 7	12,880	13,023	1%
CHAPTER 11	39	21	-46%
CHAPTER 12	0	0	----
CHAPTER 13	3,956	3,772	-5%

TOLEDO

	FY 03	FY 04	% OF CHANGE
CHAPTER 7	9,287	9,764	5%
CHAPTER 11	14	15	7%
CHAPTER 12	5	1	-80%
CHAPTER 13	882	1,051	19%

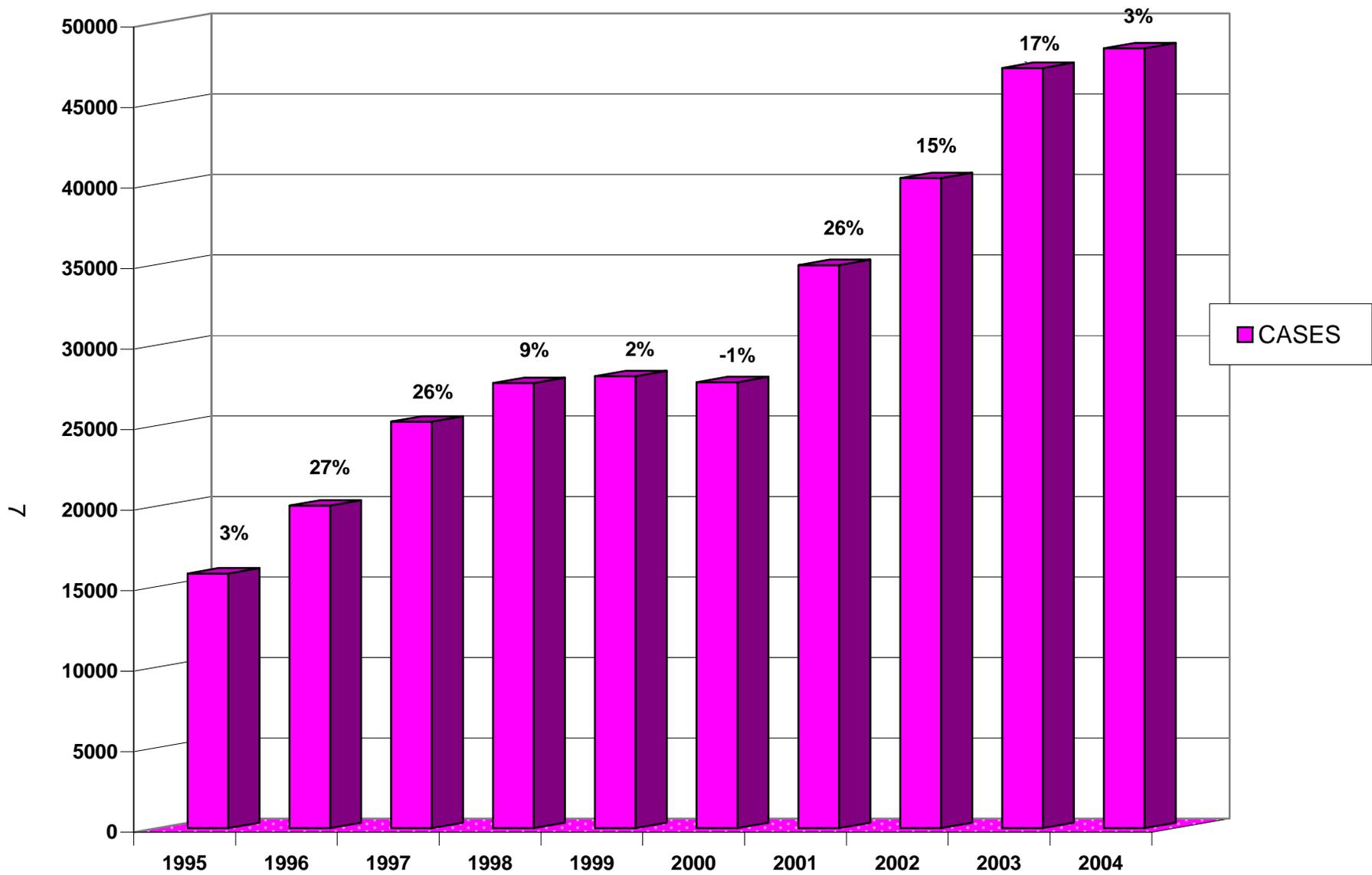
YOUNGSTOWN

	FY 03	FY 04	% OF CHANGE
CHAPTER 7	5,154	5,183	1%
CHAPTER 11	50	24	-52%
CHAPTER 12	2	1	-50%
CHAPTER 13	1,303	1,318	1%

DISTRICT TOTAL

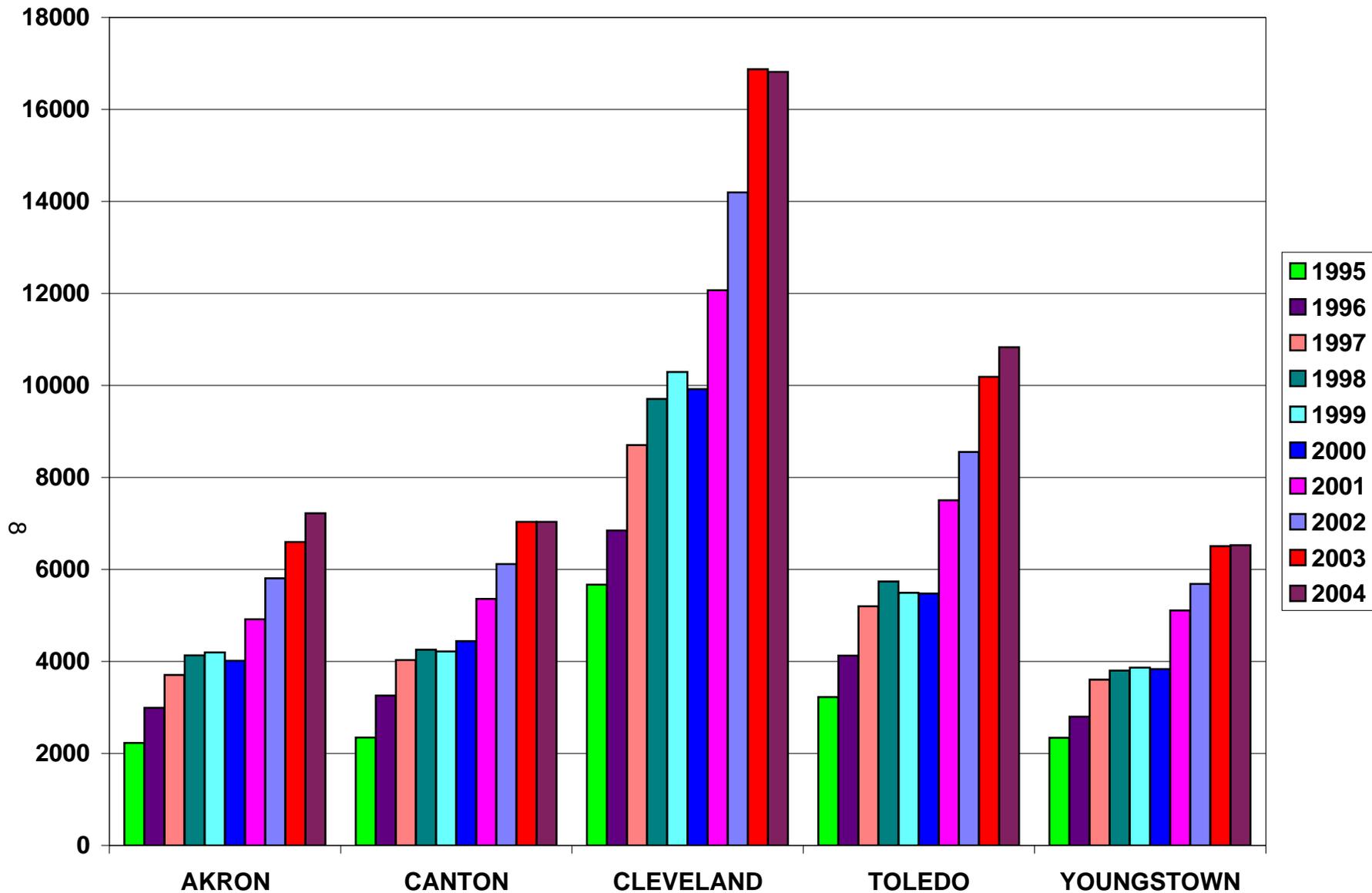
	FY 03	FY 04	% OF CHANGE
CHAPTER 7	38,873	39,963	3%
CHAPTER 11	122	82	-33%
CHAPTER 12	8	2	-75%
CHAPTER 13	8,203	8,382	2%

**CASE FILINGS
FY 1995 THRU 2004
PERCENTAGE OF CHANGE**

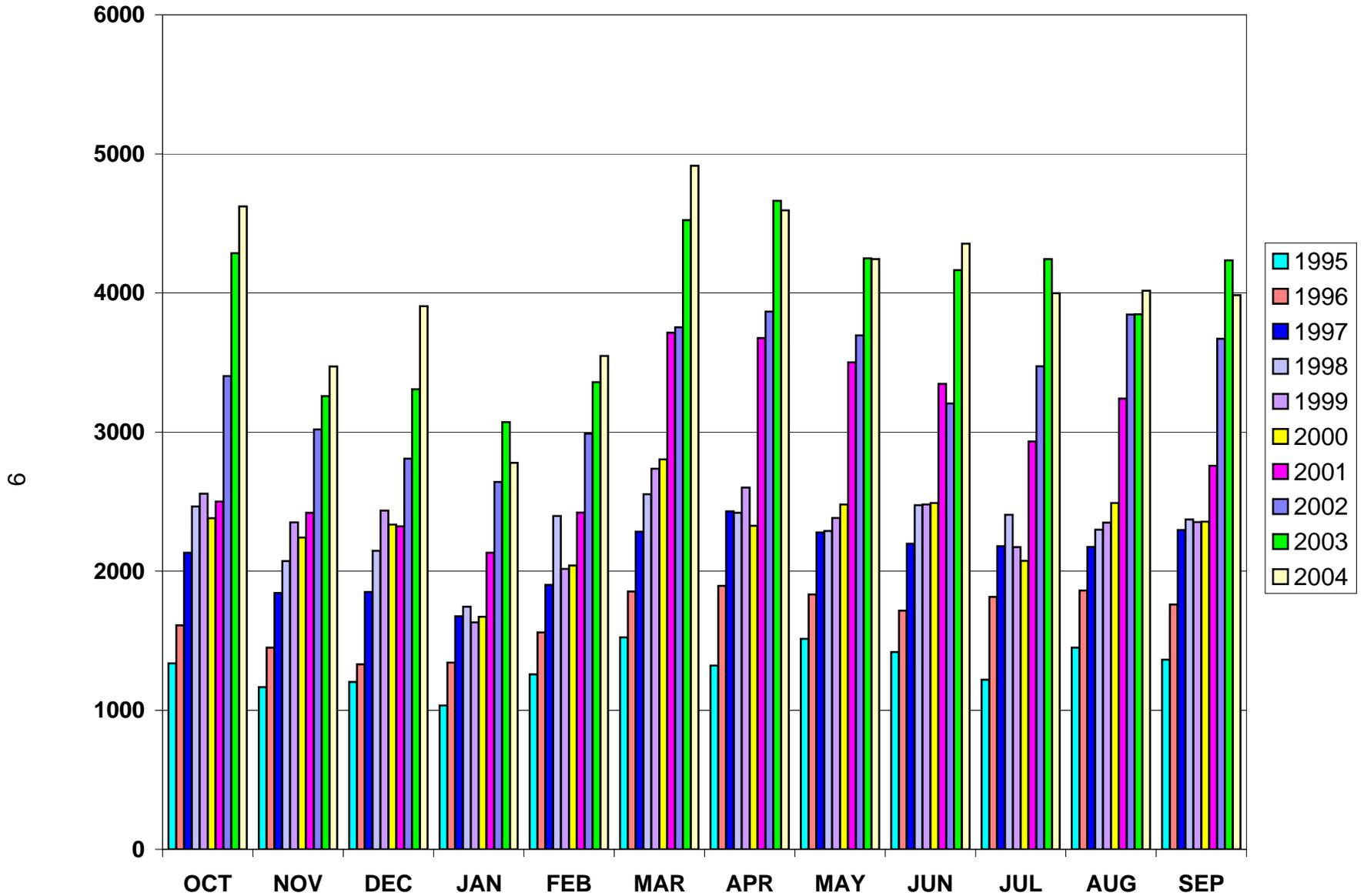


ALL OFFICES

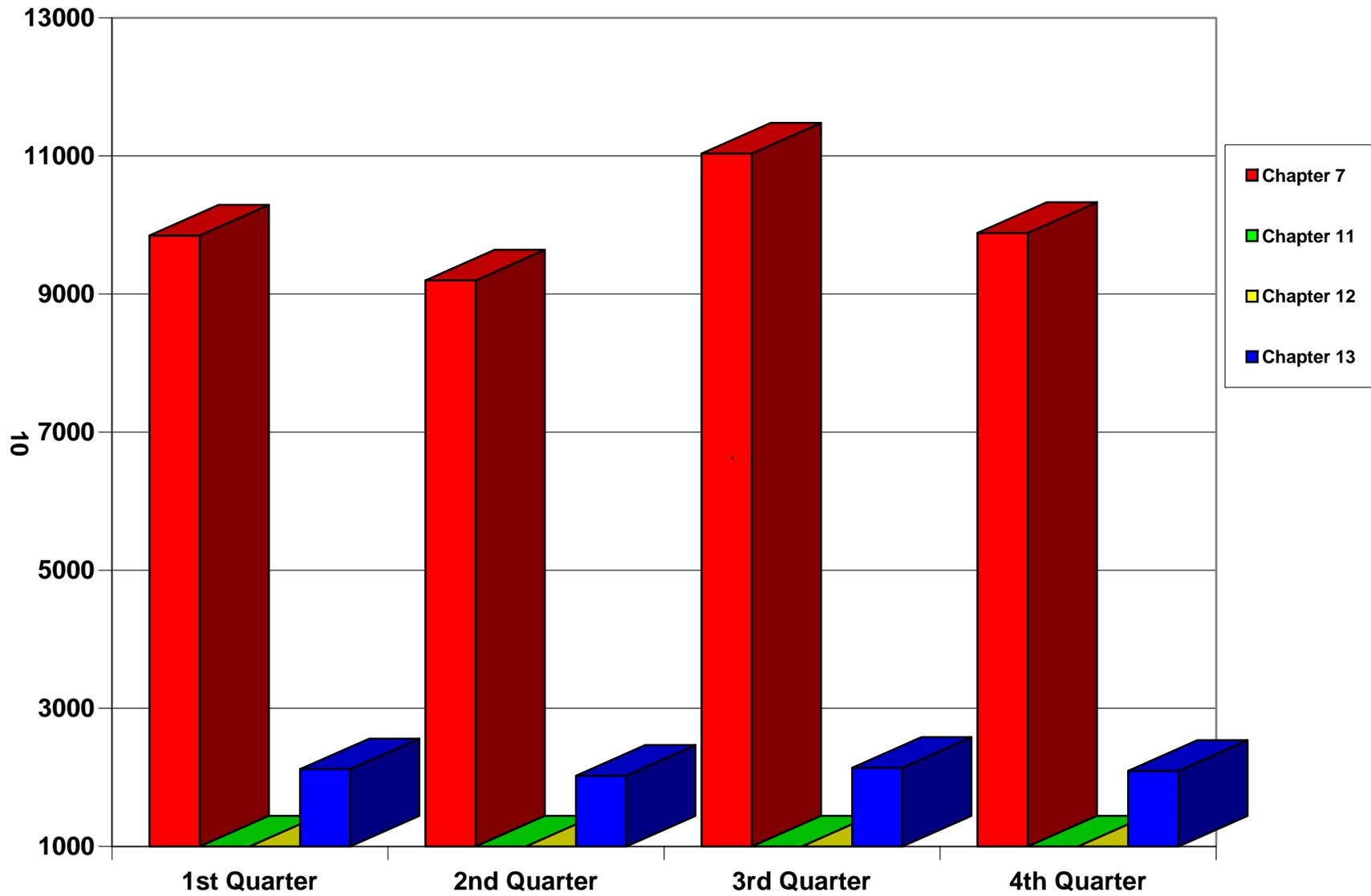
FILINGS PER OFFICE
FISCAL YEARS
1995 THRU 2004



FILING COMPARISON FISCAL YEARS 1995-2004

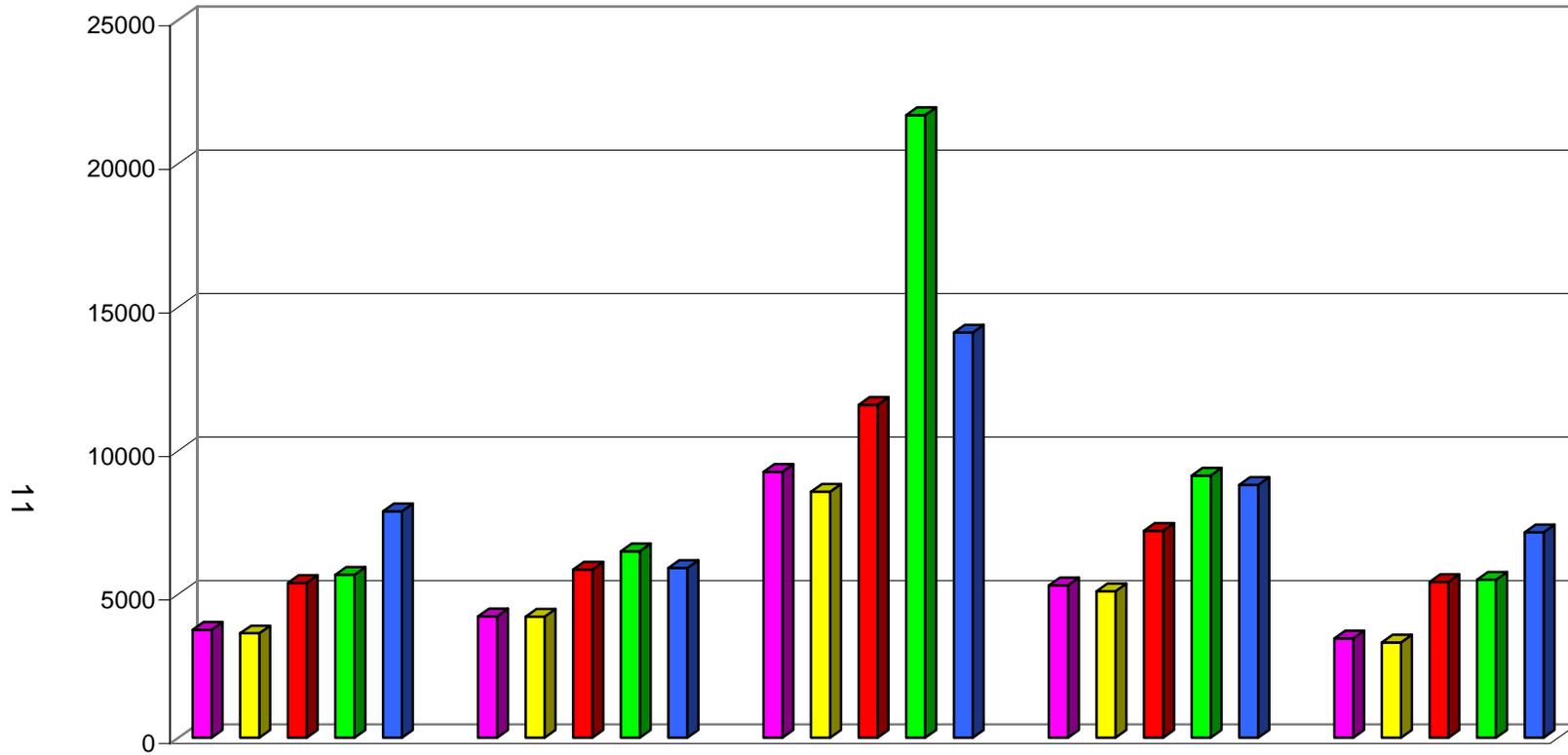


QUARTERLY FILINGS
FISCAL YEAR 2004



ALL OFFICES

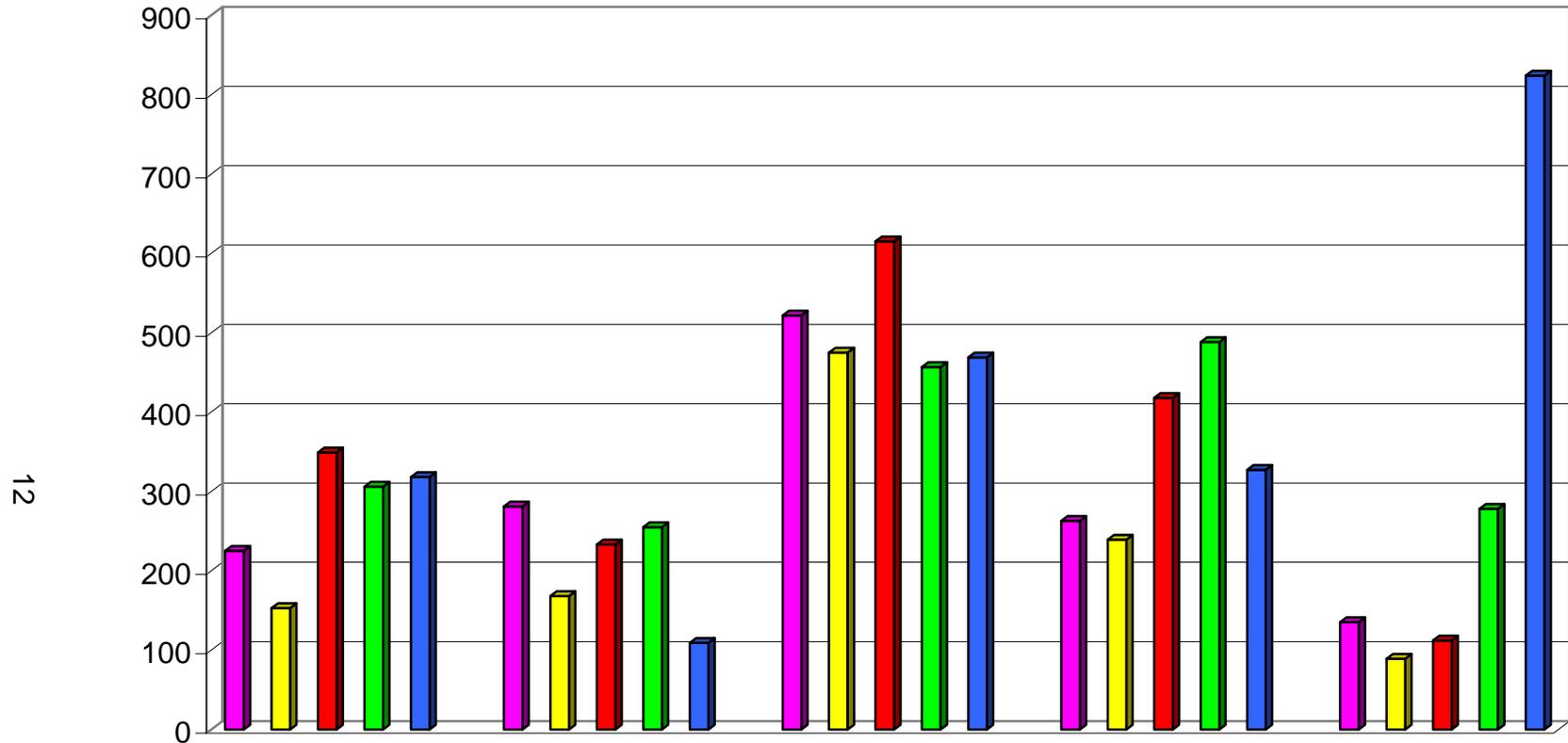
**CASE CLOSINGS
FISCAL YEARS
2000-2004**



11

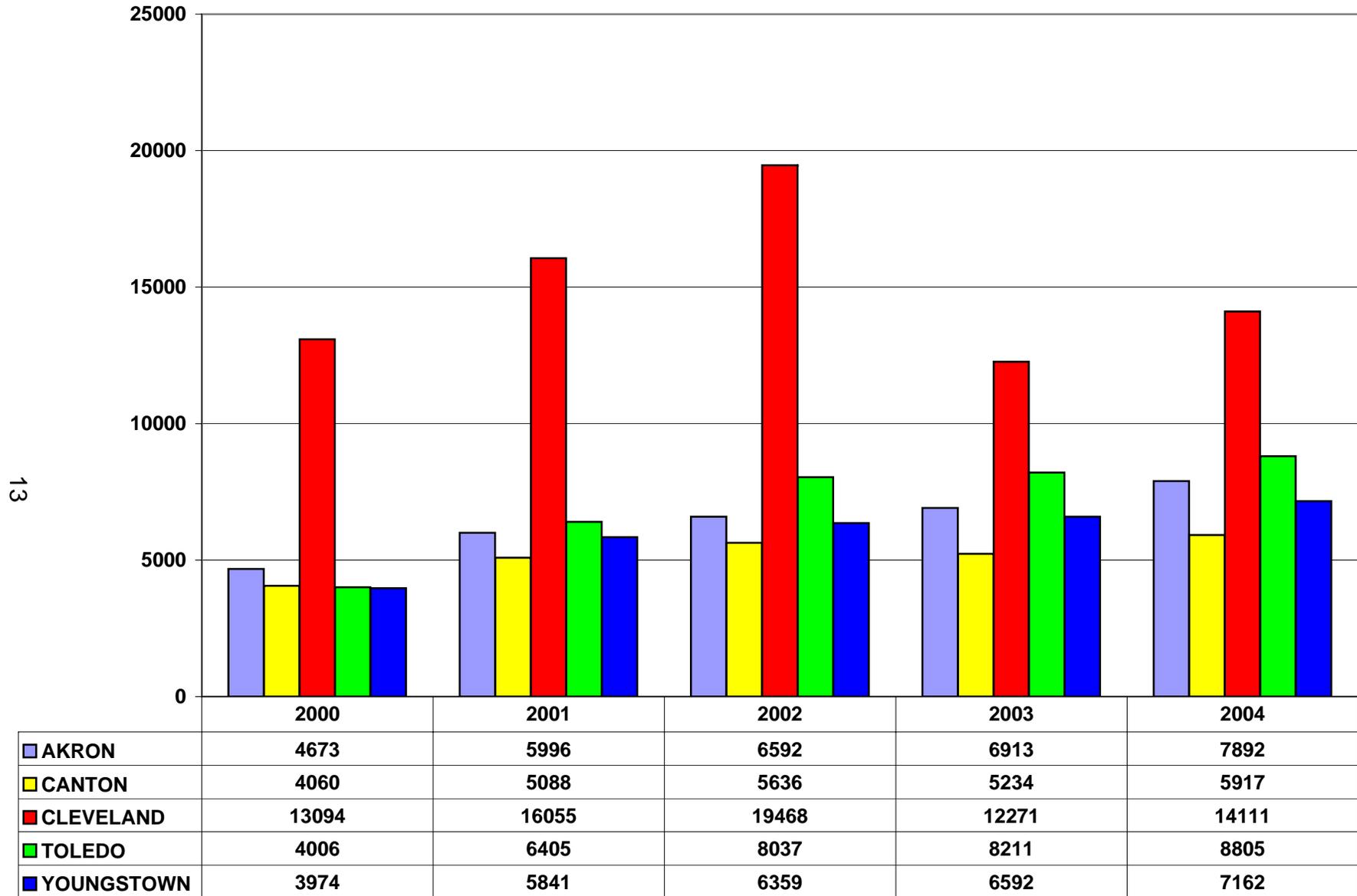
	AKRON	CANTON	CLEVELAND	TOLEDO	YOUNGSTOWN
2000	3766	4232	9264	5312	3462
2001	3639	4222	8568	5105	3320
2002	5399	5855	11595	7215	5424
2003	5674	6502	21695	9138	5504
2004	7892	5917	14111	8805	7162

**ADVERSARY CLOSINGS
FISCAL YEARS
2000-2004**

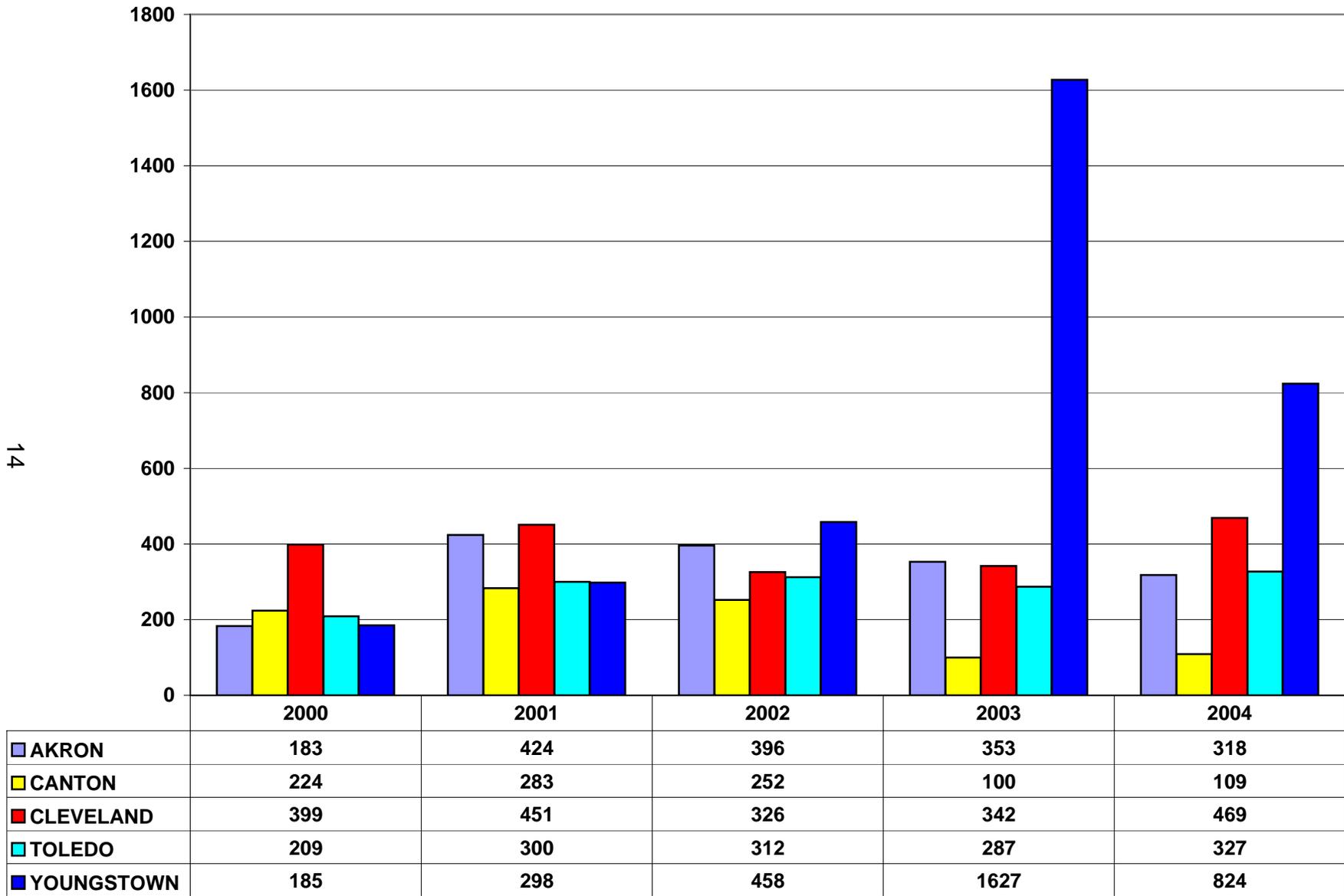


	AKRON	CANTON	CLEVELAND	TOLEDO	YOUNGSTOWN
2000	225	281	522	263	135
2001	153	168	475	239	89
2002	349	233	615	418	112
2003	306	255	457	488	278
2004	318	109	469	327	824

**PENDING CASES
FISCAL YEARS
2000 THRU 2004**



**PENDING ADVERSARIES
FISCAL YEARS
2000 THRU 2004**



**TRUSTEE APPOINTMENTS
FISCAL YEAR 2004**

AKRON

Kathryn Belfance	1306
Harold Corzin	1315
Marc Gertz	1324
Jerome Holub (Chap. 13 Trustee)	1228
Toby Rosen (Chap. 13 Trustee)	7
Robert Thomas	677
Richard Wilson	1324

CANTON

Robert Cyperski	801
Anthony DeGirolamo	616
Michael Demczyk	1261
Josiah L. Mason	858
Joanne Paulino	1235
Anne Piero-Silagy	1269
Toby L. Rosen (Chap. 13 Trustee)	938

**TRUSTEE APPOINTMENTS
FISCAL YEAR 2004**

CLEVELAND

Brain A. Bash	615
Richard A. Baumgart	1230
Virgil Brown, Jr.	1234
Steven S. Davis	1237
Lauren Helbling	1241
Mary Ann Rabin	1239
Craig Shopneck (Chap. 13 Trustee)	3710
Marvin A. Sicherman	1227
David O. Simon	1234
Sheldon Stein	1211
Alan Treinish	1244
Waldemar J. Wojcik	1245

**TRUSTEE APPOINTMENTS
FISCAL YEAR 2004**

TOLEDO

Farley K. Banks	1163
Anthony B. DiSalle (Chap. 13 Trustee)	1008
Bruce C. French	1027
John N. Graham	1509
Patricia A. Kovacs	1456
Ericka Parker	1535
Elizabeth A. Vaughan	1508
Louis J. Yoppolo	1514

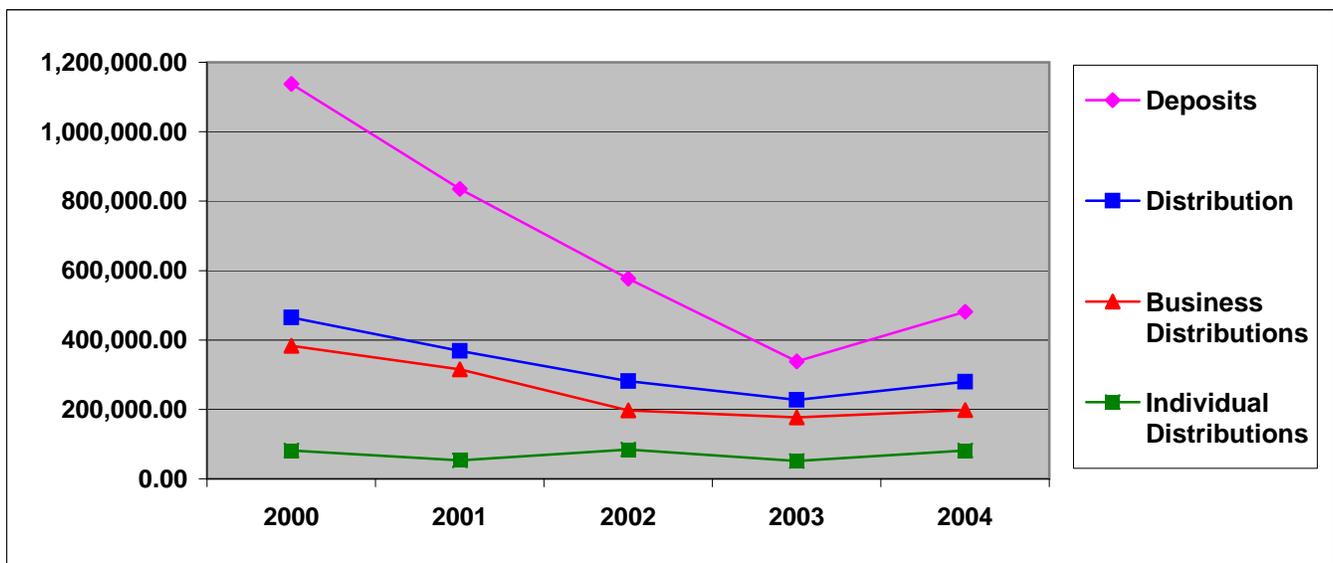
YOUNGSTOWN

Mark Beatrice	842
Michael Buzulencia	1144
Michael A. Gallo (Chap. 13 Trustee)	1269
Elaine Greaves	858
Andrew W. Suhar	1109
Richard G. Zellers	1157

UNCLAIMED FUNDS

Pursuant to 11 U.S.C. § 347 (a) and 28 U.S.C. Chapter 129, property of a bankruptcy estate unclaimed ninety days after final distribution shall be paid into the registry of the court. The court receives the unclaimed monies from the case trustee following receipt of distribution checks that had been returned. The court deposits these unclaimed funds into Treasury deposits fund 6047BK. Following a period of five years, these funds are transferred into either fund 106000, for amounts less than \$25.00, or fund 6133BK for amounts of \$25.00 or more. Deposits less than \$25 are forfeited as unclaimed money. Deposits of \$25 or more are held by the U.S. Treasury pending future requests of the unclaimed money.

During Fiscal Year 2004, the trustees deposited unclaimed funds in the amount of \$481,000.82 (Includes 6047BK, 6133BK and 106000). The court has prepared 234 court-ordered distributions of these funds which resulted in the disbursement of \$279,322.85 for the same period.



Fiscal Year	2000	#of Dist	2001	#of Dist	2002	#of Dist	2003	#of Dist	2004	#of Dist
Deposits	1,138,119.21		835,512.94		576,261.68		338,201.98		481,000.82	
Distributions	464,946.47	87	368,866.11	78	281,326.53	91	228,684.80	71	279,322.85	234
Business Distributions	383,260.52	44	315,642.03	49	196,987.83	49	177,524.31	47	197,992.17	198
Individual Distributions	81,685.95	43	53,224.08	29	84,338.70	42	51,160.49	24	81,330.68	36

Fiscal Year 2004 Revenue

1)	086900	1,342,679.20
2)	092037	0.00
3)	106000	4,201.75
4)	109900	0.00
5)	143500	0.00
6)	332340	0.00
7)	322350	18,041.38
8)	322360	22,490.66
9)	322380	0.00
10)	387500	-119.99
11)	3875CC	0.00
12)	5073XX	2,065,264.42
13)	510000	7,317,232.30
14)	510100	0.00
15)	5514CR	1,506.78
16)	6047BK	347,088.90
17)	6133BK	129,730.17
18)	6855BK	-350.93
19)	6855TT	2,437,949.10
		\$ 13,685,713.74

1) 086900	Filing Fees (portion of Ch. 7, 13 and adversary filing fees, motions, etc.)
2) 092037	Fees for Bankruptcy Notices
3) 106000	Forfeitures of Unclaimed Money less than \$25.00 and held over 5 years
4) 109900	Miscellaneous Fines, Penalties and Forfeitures
5) 143500	Interest earned on all registry funds deposited into interest-bearing accounts in local financial institutions
6) 322340	Sale of Publications
7) 322350	Copy Fees
8) 322360	Miscellaneous Fees (certifications, searches, amendments to schedules, retrieval, service charges, claims and notices)
9) 322380	Recoveries of Court Costs
10) 387500	Clearing Account
11) 3875CC	Clearing Account / Credit Card Transactions
12) 5073XX	Portion of Ch. 11 non-railroad filing fee credited as offsetting collections to the United States Trustee System Fund
13) 510000	Civil Filing Fees (portion of Ch. 7 and 13 filings, relief from stay, adversaries and abandonments)
14) 510100	Registry Fees Handling Charges (fees assessed on funds deposited into interest-bearing accounts on local depositories)
15) 5514CR	Fees for Copies Provided Electronically
16) 6047BK	Unclaimed Funds
17) 6133BK	Forfeitures of Unclaimed Money greater than \$25.00 and held over 5 years
18) 6855BK	Deposit Funds, U.S. District Court, account is used for receipts held in suspense temporarily and later refunded, transferred or disbursed
19) 6855TT	Deposit Fund (Bankruptcy Trustee Account)

FISCAL YEAR 2004
OPERATING BUDGET

FUND	BUDGET OBJECT CODE	EXPENDITURES	% OF THE TOTAL BUDGET
092000	SALARY BUDGET		
	1100 PERSONNEL COMPENSATION	\$5,716,873.99	83.18%
	1103 SEVERANCE PAY	\$25,829.46	0.38%
	1104 SEPARATION INCENTIVE PAY	\$222,268.00	3.23%
092000	OPERATING BUDGET		
	1226 TRANSIT SUBSIDY	17,498.70	0.25%
	2120 TRAVEL	27,199.78	0.40%
	2203 MOVING OF COURT PROPERTY	10,299.43	0.15%
	2209 TRANSPORTATION OF THINGS	16,142.57	0.23%
	2338 COPY EQUIPMENT RENTAL	12,423.61	0.18%
	2341 OVERTIME UTILITIES	2,844.48	0.04%
	2343 U.S. POSTAL SERVICE ITEMS (COMMERCIAL METERS)	17,400.00	0.25%
	2345 POSTAGE METER RENTAL	3,834.00	0.06%
	2359 RENTAL OF MISC. ITEMS	240.29	0.00%
	2403 MISC. PRINTING	11,258.51	0.16%
	2509 POSTAGE EQUIPMENT MAINTENANCE	3,000.00	0.04%
	2510 CYCLICAL REPLACEMENT/MAINTENANCE OF FACILITIES	12,940.27	0.19%
	2513 EQUIPMENT REPAIR/MAINTENANCE	23,060.54	0.34%
	2515 TENANT ALTERATIONS & REPAIR	9,352.41	0.14%
	2518 FURNITURE REPAIR/REFURBISHING	7,149.03	0.10%
	2535 TEMPORARY HELP SERVICE FIRMS	5,600.00	0.08%
	2543 TRAINING	35,066.30	0.51%
	2544 PUBLICATION NOTICES/ADVERTISING	5,553.50	0.08%
	2559 OTHER CONTRACTED SERVICES	13,941.76	0.20%
	2601 CONSUMABLE SUPPLIES	46,589.44	0.68%
	2603 TRAINING RELATED SUPPLIES	154.00	0.00%
	3101 GENERAL OFFICE EQUIPMENT	3,652.10	0.05%
	3109 COPIER EQUIPMENT	6,690.00	0.10%
	3111 FURNITURE AND FIXTURES	67,774.82	0.99%
	3141 SOUND SYSTEM EQUIPMENT	14,759.50	0.21%
	NON-AUTOMATION SUBTOTAL	\$6,339,396.49	5.45%
51140X	AUTOMATION BUDGET		
	2331 COMMUNICATION - LOCAL	\$77,298.08	1.12%
	2332 COMMUNICATION - LONG DISTANCE	3,002.39	0.04%
	2337 CELLULAR TELEPHONE SERVICE	5,516.92	0.08%
	2512 INTRASITE WIRING	20,262.99	0.29%
	2513 ADP REPAIR	7,622.15	0.11%
	2559 OTHER CONTRACTUAL SERVICES (NOC)	24,430.00	0.36%
	2606 OFFICE AUTOMATED SUPPLIES	50,629.26	0.74%
	3102 SERVERS	46,281.78	0.67%
	3103 OFFICE AUTOMATION EQUIPMENT	175,823.55	2.56%
	3104 TELEPHONE PURCHASE	4,031.57	0.06%
	3108 PRINTERS	13,699.03	0.20%
	3110 SCANNERS	5,775.00	0.08%
	3112 SOFTWARE	82,753.77	1.20%
	3159 OTHER EQUIPMENT (NOC)	16,527.99	0.24%
	AUTOMATION SUBTOTAL	\$533,654.48	7.76%
	GRAND TOTAL	\$6,873,050.97	100%

Human Resources

Personnel

All federal courts entered Fiscal Year 2004 with the anticipation of serious budgetary cuts across the board. Because of our foresight in planning for a more streamlined staffing configuration over the past two years, we were able to successfully work through this challenge. Anticipating further budgetary cuts in the next fiscal year, the court undertook a comprehensive analysis of current and future staffing needs which enabled us to develop an effective staffing reduction program. With the help of two programs offered through the Administrative Office of US Courts, in conjunction with the Office of Personnel Management, we were able to reduce staff by nearly 10% while minimizing negative impact on separating staff and disruption on current operations.

The main features of our staffing reduction program included:

- communicating to staff at multiple levels (via print, staff presentation and one on one meetings);
- providing attractive retirement/separation incentive programs;
- redesigning organization structure to allow for consistency in all offices and opportunities for future employee advancement;
- allowing for current internal promotions to capitalize on employees' talents and strengths.

The outcome of our staffing reorganization efforts coupled with natural attrition was a reduction in staff from 116 at the beginning of the fiscal year to 104 by the end of FY 2004. Five employees received internal promotions, including promotions to management level, automation and courtroom support positions.

Judges' chambers staffing is at 17, which reflects two full time chambers staff (one law clerk and one secretary) for a newly appointed judge. All other judges' chambers are staffed by nine full time and two part time law clerks and three secretaries/judicial assistants, respectively.

Training

Employees continued to take advantage of a variety of training avenues to fulfill the requirements of our training policy, with many employees exceeding the mandated 16 hours of annual training. As in the past, employees relied on traditional sources of training, such as:

- long distance training via broadcasts from the Federal Judicial Television Network (FJTN), with 37 employees completing more than 170 training hours. Training topics included: automation application usage, customer service, leadership skills, court security, performance management, human resources issues, general federal judiciary information.
- Tuition Assistance Program (TAP), whereby 29 employees attended 35 TAP sponsored programs on automation skills, interpersonal skills, written communication and college level programs, for a total of 328 training hours.
- In-house based programs and one on one training, with some innovative programming occurring during this fiscal year. Exclusive of the programs described below, employees completed more than 90 hours of one on one and

small group training provided internally. Training focused on automated, courtroom technology, procedural and other bankruptcy related skills.

• A highlight of our training initiatives was the implementation of a comprehensive training program on strategic workplace skills, which combined delivery of training by outside vendors, in-house staff and Federal Judicial Center (FJC) sponsored facilitators. The program, Training for Success, was designed and coordinated by the Cleveland supervisor and offered to staff throughout the district. Topics included: teamwork, customer service, computer applications (including Excel), local rules and written communication. Employees completed nearly 560 hours of Training for Success programming during this fiscal year. The program continues into FY 2005.

Innovations in training delivery continued during this fiscal year with a number of employees completing web based training on budget management and graphics design skills for a total of 45 hours of training.

We expanded the scope of training for newly promoted employees with the development and implementation of an orientation program for new deputy clerks in charge. The program focused on integrating employees to the new dimensions of their responsibilities, and covered critical management issues such as fiscal processes, procurement, internal controls, human resources, customer outreach. The program was also adapted for a newly appointed supervisor. Fifty-four training hours were dedicated to these program. Other newly promoted and newly appointed employees received more than 120 hours of on the job training and mentoring to prepare them for their new responsibilities.

With the implementation of a new leave management system, ELMR, we developed and provided training to all court staff. More than 65 hours were dedicated to training design and preparation and program guide development. Employees completed over 160 hours of ELMR training.

The court encourages employees to expand their professional growth through participation in the National Conference of Bankruptcy Clerks (NCBC). Nine employees were able to attend NCBC Annual Conference where they participated collectively in over 75 hours of training on topics ranging from human resources issues, financial planning, conflict management, court procedures, dealing with change in the courts and electronic case filing.

To address concerns of the impact of heavy computer usage/keyboarding and other office environmental issues on staff work performance, we initiated an extensive ergonomics audit. In the course of the audit, conducted under the auspices of Federal Occupational Health, a representative number of employees met one on one with an ergonomics specialist and received informal training and tips on good ergonomics habits. Follow up to recommendations in the final report on the audit may include further ergonomics training in FY 2005. A number of presentations, complementing our ergonomics initiative, took place throughout the district. The presentations, covering topics such as proper posture, computer positioning/alignment and stress reducing techniques were attended by more than 50 employees for a total of 53 hours of training. Other workplace safety related training included CPR/AED training/recertification, completed by 36 employees for a total of 82 hours of training.

Training hours completed by all employees during this fiscal year exceeded 1735 hours. As

well as the types of training described above, the total hours also include participation in FJC leadership development program, specialized IT skills training and Bankruptcy institute seminar, and preparation for and delivery of Electronic Case Filing training to external trainees.

INFORMATION TECHNOLOGY FY2004 Annual Report

The IT department had another very busy year with CM/ECF. We received approximately 40 requests for programming changes to the CM/ECF system this year, and this figure does not include the programming changes required to accommodate the application upgrades that were performed. The system went through several major software upgrades: from v1.8 to v2.3 to redact social security numbers and comply with the Privacy Rules, implementation of the Internet credit card module, implementation of the Automatic Judge Assignment module for our three single judge Courts, from v2.3 to v2.4 in preparation of conversion to pay.gov, and from v2.4 to v2.5 to make the conversion to pay.gov which switched our Internet payments to the Federal Reserve Bank. The implementation of the Internet credit card module required a complete rewrite of the programs used by the Financial staff to perform end-of-month reconciliations. In addition to the software upgrades the system incurred significant hardware upgrades as well: 2 additional processors, 4GB additional memory, 250GB additional disk drive space, and a new backup tape drive library. We have averaged approximately 14GB of disk space usage per month over the past year. We also worked with the Administrative Office of the U.S. Courts (AO) throughout the year to improve the responsiveness of the system. This effort has encompassed offloading major data mining traffic to after business hours, system tuning, network health assessment, and pending installation of new data circuits.

Some effort was expended this year to better understand how the CM/ECF system could be improved to work better for Judges and Chambers staff. It appears that one of the tasks that appears to consume significant time of this group is the effort to prepare for hearing day, ensuring the documents the Judge normally needs during the hearing are readily available, and compiling the hearing calendar to be accurate and in the sequence the Judge prefers to organize the hearings. There are several court developed programs around the country that address some of these issues and IT reviewed many of them with the Chambers Committee. The Chambers Committee recommended that two of the programs were the best of the bunch for how our district operates and suggested that these programs be demonstrated to all Judges and chambers staff. Two Judges have adopted one of these programs and bits and pieces of the other programs have been implemented or are in process of being rewritten to better fit our environment. Efforts in this area will continue.

A significant project was implemented this year to provide the U.S. Trustee's office with a data extraction from CM/ECF of all new cases to allow them an easier method to import data into their system. We continue to work with them to refine the data that is provided to better suit their needs.

The IT department implemented a new Electronic Leave Management Resource (ELMR) application in response to the AO's audit comments that our previous method of leave tracking was not adequate. IT worked in conjunction with our Human Resources representative to install the application, develop training materials, export leave data tracking from our old application, import it into the new application, verify that the data moved over was complete, and conduct training sessions around the entire district.

The use of system and network monitoring tools was greatly expanded this year to provide notification to the appropriate technical staff when certain unfavorable conditions exist within the system or network. This effort will continue so that IT can continue improving the system availability of all of our systems.

New Polycom portable video conference units were implemented in each of our courthouses to improve our video conference capabilities.

A major project was started this year as part of the Metzenbaum Courthouse renovation project that will result in the entire Cleveland staff moving into this building in June 2005. Normally during a new construction project or a major renovation such as this, the AO encourages an evaluation of the telecommunications systems to see what can be improved in the new location. We chose to use this opportunity to establish the telecommunications environment we want to deploy for our entire district and not just for the Metzenbaum Courthouse. We have performed user surveys, organized a demonstration of four different vendor's phone systems, and are currently preparing a Request for Quote document for the Metzenbaum system.

The IT department performed an audit of current software licenses owned and reconciled this with the licenses that were actually in use. We had to purchase a few licenses to get us into compliance with software copyright law. The benefit of this exercise is that we have all compiled this information into one database for easy future reference.

A new project is now in development to migrate all of our desktop PCs to the Windows XP Operating System and migrate all of our Windows servers to the Windows Server 2003 Operating System. The new environment is necessary to provide us with a good framework to automate our hardware and software inventory and will also enable us to push out some desktop updates so that a personal visit won't be required each time a software patch or upgrade needs to be installed. We hope to have the operating system upgrades completed by the end of 2004 or in early 2005.

We recently ordered 75 Dell GX270 PCs that will result in the elimination of all PCs with Pentium II processors or older from our environment. The PCs will be received and installed in the first quarter of FY2005.