



NCAOC

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NORTH CAROLINA ADMINISTRATIVE OFFICE OF THE COURTS

Joint Oversight Committee on Justice and Public Safety

NC Judicial Branch Update
December 11, 2025



overview of the north Carolina judicial branch

The North Carolina Judicial Branch includes about 570 independently elected or appointed judicial officials. These officials are:

- Justices of the Supreme Court
- Judges of the Court of Appeals, District Court, and Superior Court
- District Attorneys
- Clerks of Superior Court

The Judicial Branch has over 7,600 employees located in all 100 counties and 240 facilities across the state.

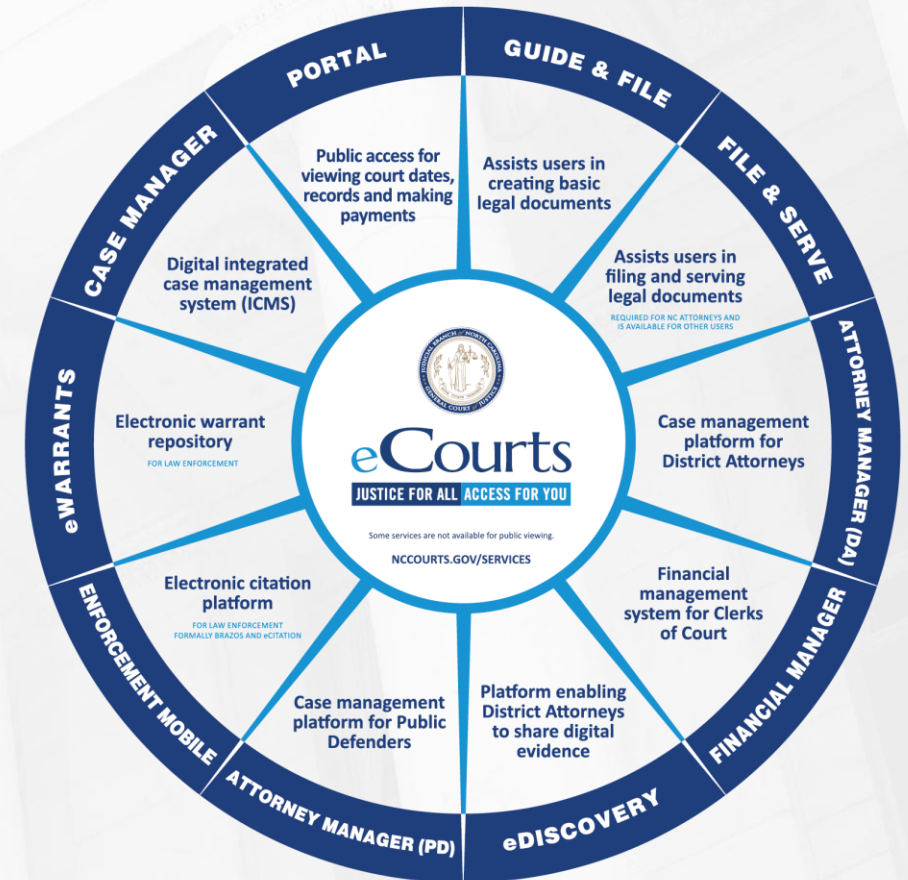


eCourts implementation



UPGRADING FROM 40+ APPLICATIONS TO AN INTEGRATED CASE MANAGEMENT SYSTEM

- Automated Criminal / Infractions System (ACIS)
- CaseWise, Estates, and Juvenile (JWise)
- Civil Case Processing System (VCAP)
- Criminal Court Information System for Clerks of Court (CCIS-CC)
- Criminal Court Information System for District Attorneys (CCIS-DA)
- Criminal Court Information System for Public Defenders (CCIS-PD)
- Court Information Public Records Search (CIPRS)
- Discovery Automation System (DAS)
- eCitation
- eFiling – Civil, Domestic Violence, Business Court
- Financial Management System (FMS) for Clerks of Court
- North Carolina Statewide Warrant Repository (NCAWARE)
- Online Services – Compliance and Dismissals, Payments, Requests for Reduction of Speeding
- Web Court Calendars



FROM in-house, NCAOC-built, multiple case management / index systems housed on mainframes
TO vendor-provided and hosted integrated case management system hosted in the cloud with eFiling for all case types.



ECOURTS TIMELINE



March 2017:
 NCCALJ recommends Judicial Branch technology modernization

July 2018:
 NCAOC partners with NCSC to gather Judicial Branch stakeholder input and develop RFP

Oct. - Dec. 2018
 Vendor Selection Committee recommends Tyler Technologies

June 7, 2019:
 NCAOC signs 10-year contract with Tyler Technologies

August 24, 2020
 Guide and File Statewide Launch

Dec. 2020 - April 2021:
 Brazos Enforcement Mobile (eCitation Replacement) Pilot and Statewide Rollout

July 2022
 eWarrants (NCAWARE Replacement) Statewide Rollout

Feb. 13, 2023
 Pilot Project Begins in Four Counties

Oct. 9, 2023:
 Mecklenburg Go-Live

Feb. 5, 2024
 Track 3 Go-Live 12 NE Counties

April 29, 2024
 Track 4 Go-Live 10 Counties North Piedmont/Triad

JULY 22, 2024
 Track 5 Go-Live 11 SW Counties

OCTOBER 14, 2024
 Track 6 Go-Live 11 South Counties

FEB. 3, 2025
 Track 7 Go-Live 13 Counties

APRIL 28, 2025
 Track 8 Go-Live 11 Counties

JULY 21, 2025
 Track 9 Go-Live 14 Counties

OCTOBER 13, 2025
 Track 10 Go-Live 13 Counties

- Planning
- Launches and Rollouts
- Future Launches

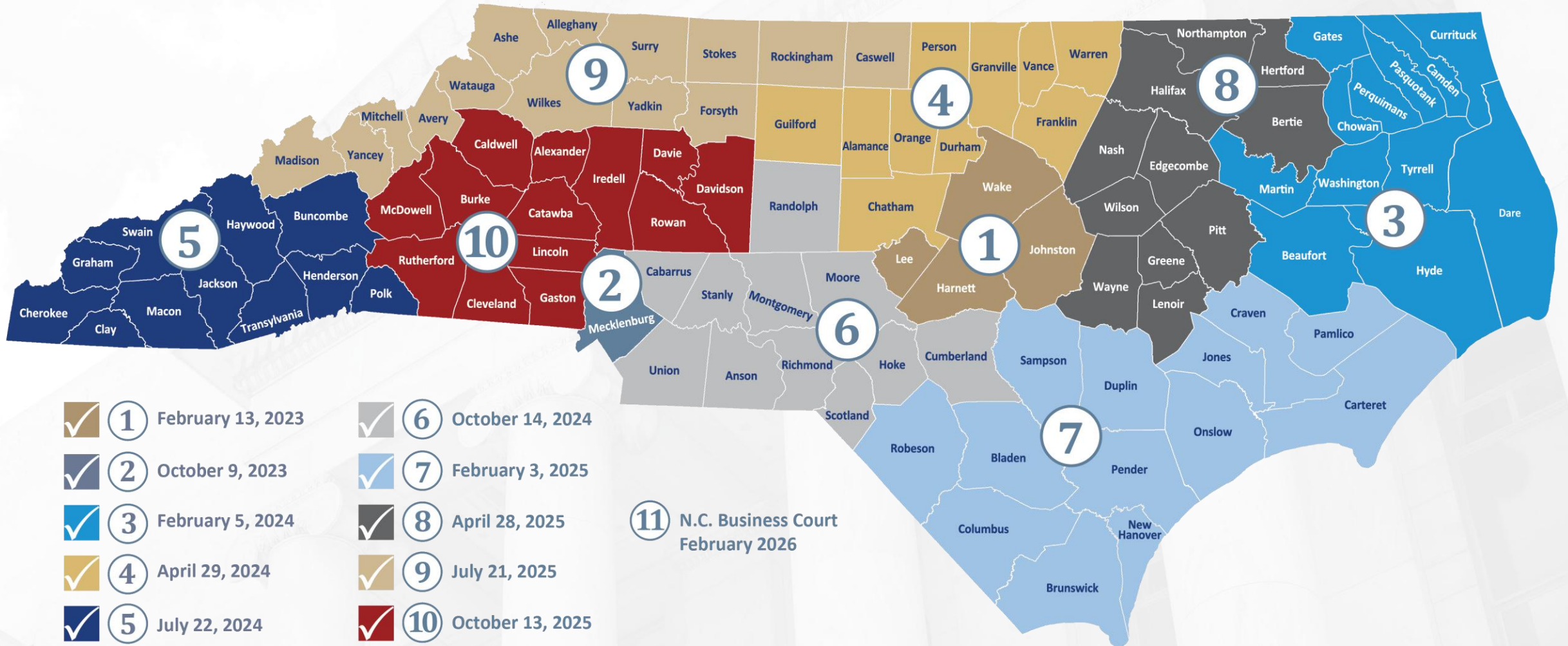
NCCALJ = North Carolina Commission on the Administration of Law and Justice
 NCSC = National Center for State Courts



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NORTH CAROLINA ADMINISTRATIVE OFFICE OF THE COURTS





Empowers the public with electronic search and filing.

Electronic Filings Accepted:
7.5 million+



Replaces paper records with online access to justice.

Sheets of Paper Saved:
29 million+



Saves countless trips to the courthouse.

Registered for Elevated Access:
19,132 Attorneys,
Law Enforcement,
DV Agencies



Delivers online access to case events and court dates.

Monthly Portal Searches:
6.4 million+



Integrates system applications and processes statewide

Criminal Processes Issued:
2.9 million+

eCitations Issued:
3.2 million+

eWarrants Registered Users:
48,841



eCourts
Guide&File

Creating court filings is easier than ever with free step-by-step assistance from Guide & File.

Guided Filing Interviews Completed:
142,457



Examples of improvements/refinements since pilot go-live

- Batch processing of high-volume criminal forms
- Additional options for court start/end time (previously only AM or PM)
- Expand number of offenses listed on an OFA
- File & Serve case search enhancements for “All Locations”
- Portal users can see “calculated interest as of date” on case financials
- NICS reporting within Enterprise Justice
- Auto-assignment of judges in domestic and juvenile cases at filing (“one judge, one case”)



Examples of improvements/refinements since pilot go-live (continued)

- Auto-assignment of Clerks of Superior Court as judges in probate cases
- District Attorney customized subpoenas
- eDiscovery file size increased to 150GB
- Bond prohibition detail report enhancements
- DSS and DJJ enhanced access to case documents
- Mass enrollment process for law enforcement
- Judgment Search enhancements
- Automated criminal court workflows



upcoming in 2026

- Additional “Elevate Your Expertise” trainings
- Continued configuration of automated workflows (“Process Builder”)
- Auto-notification of case events
- Attorney Manager additional auto-fill forms
- New Enterprise Justice version update
- New public search portal (“ReSearch”)
- Working with DHHS to digitize adoption documents



public resources

- In-person and virtual trainings in every track
- Guides, FAQs, and on-demand training available for Portal, File & Serve, and Guide & File available at www.nccourts.gov/services
- CLE is available (including technology credit)
- Attorneys, legal staff, and the public can email questions to ecourts@nccourts.org



it budget



it budget: overview

- IT Personal Services (\$35.8M)
 - Field Support Staff
 - Network Staff
 - Information Security (Cybersecurity) Staff
- Support Services (\$29.2M)
 - PC/Printer repair
 - Software subscriptions
 - Mainframe
- Telecom/Network (\$22.4M)
 - Network equipment in every facility
 - Phone devices and service provider charges
 - WAN/LAN maintenance
- PC/Printer/Data Processing (\$15.6M)
 - Purchase of PCs/printers/data processing devices (e.g., credit card readers)
 - Maintenance agreements and related equipment (docking stations, monitors, etc.)



it budget: cost savings

- Mainframe Retirement
 - Shut down in October 2025 following data migration to Enterprise Justice
 - Phase out of hosting, maintenance, and disaster recovery contractual costs
- Personnel Reductions
 - Phased elimination of mainframe support positions starting in June 2025
 - Some positions repurposed to fill other technology staffing needs
- Asset Management
 - Device refurbishing and redistribution
 - Reallocating underutilized devices and software licenses
 - Identifying and eliminating duplicative or unnecessary services/licenses
- Other Efforts
 - Migrating and consolidating storage to cloud services
 - Resource/project management dashboard



it budget: future challenges

- Overall price increases
- Support staff on non-recurring funding
- Windows 11 update
 - Microsoft sunseting Windows 10 support and updates
 - 8,500 devices statewide require updating to Windows 11
- Device lifecycle replacement
 - 45,000 devices supported statewide
- Web Content Accessibility Guidelines (WCAG) compliance
 - Federal law requires new web accessibility features by April 2026
 - Requires engaging a vendor to update NC Courts website and content
- Cybersecurity
 - Judicial Branch network defends against 15,000 attacks per day
 - Availability of AI has led to increase in volume and sophistication of attacks

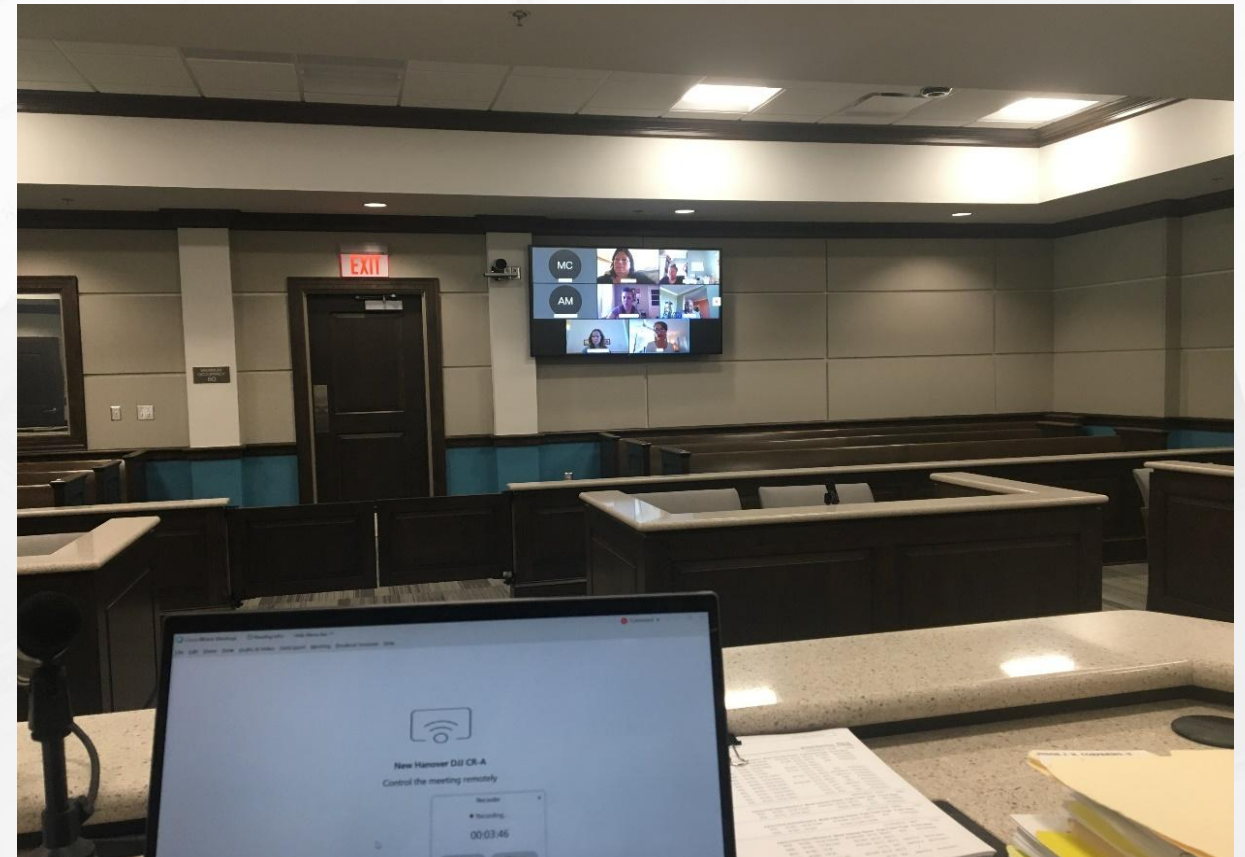


current initiatives



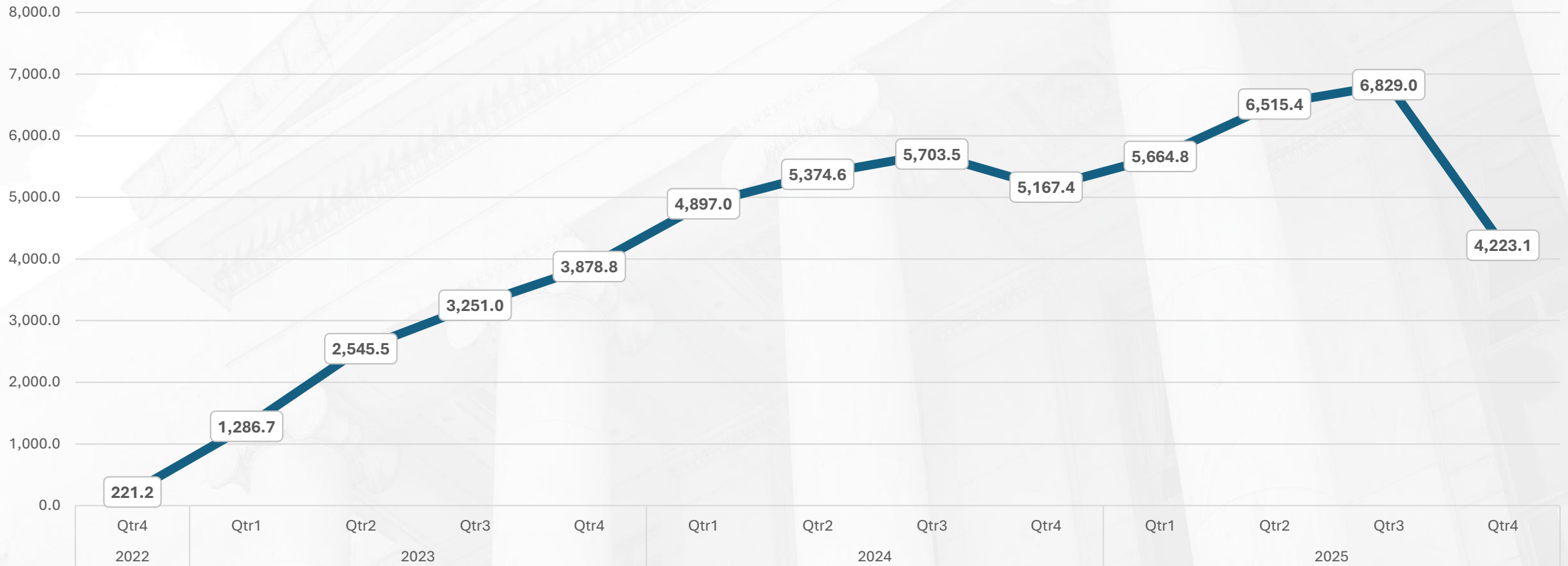
CRAVE: courtroom audio visual experience

- Enhances capability to hold remote proceedings
- Infrastructure includes cameras, microphones, and monitors
- Allows any Webex supported internet connected device to participate in courtroom hearings virtually from any location
- 222 total systems deployed statewide
- Available in 99 counties
 - Hoke County installation pending courthouse completion
- Counties may purchase additional units through AOC
 - 14 county-purchased systems installed or in progress



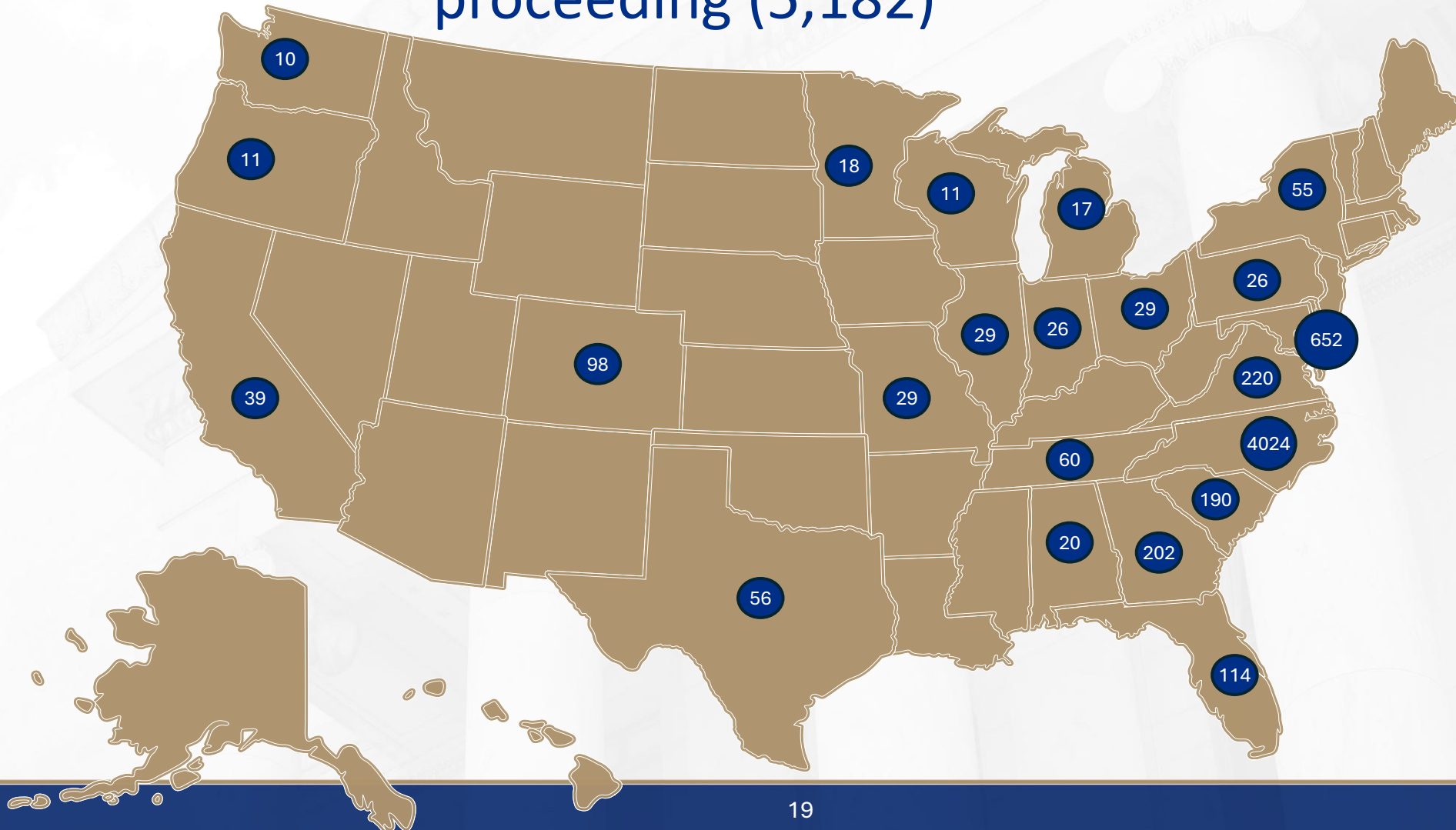


CRAVE system usage by quarter (hours)





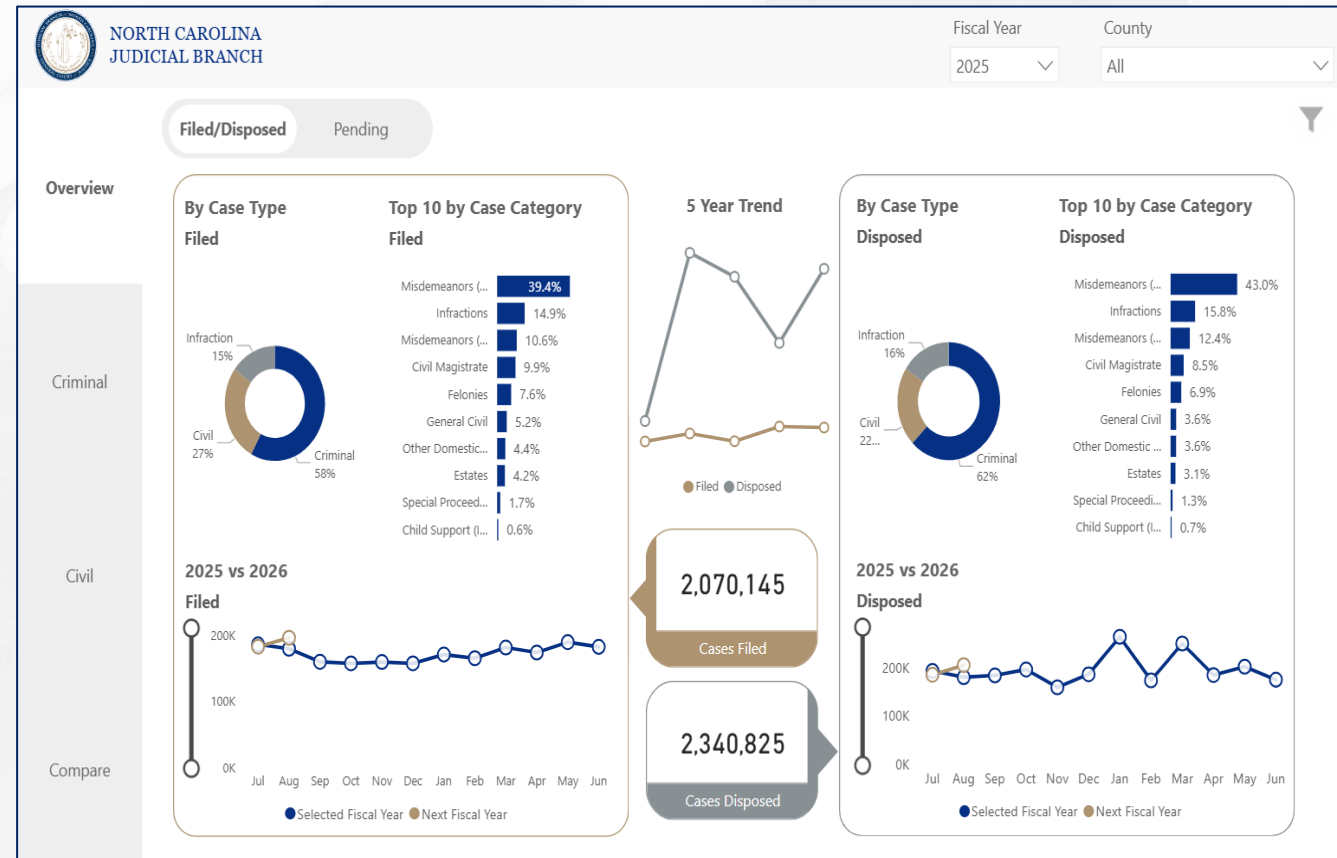
unique external participants attending CRAVE proceeding (5,182)





new case statistics dashboard

- Displays visualizations of filing, disposition, and pending case data based on user-selected criteria and filters
 - Five-year trends and month-to-month
 - Filing breakdown by case category
 - Disposition data by disposition type
 - Case aging statistics – pending and disposed
- Launched December 2025



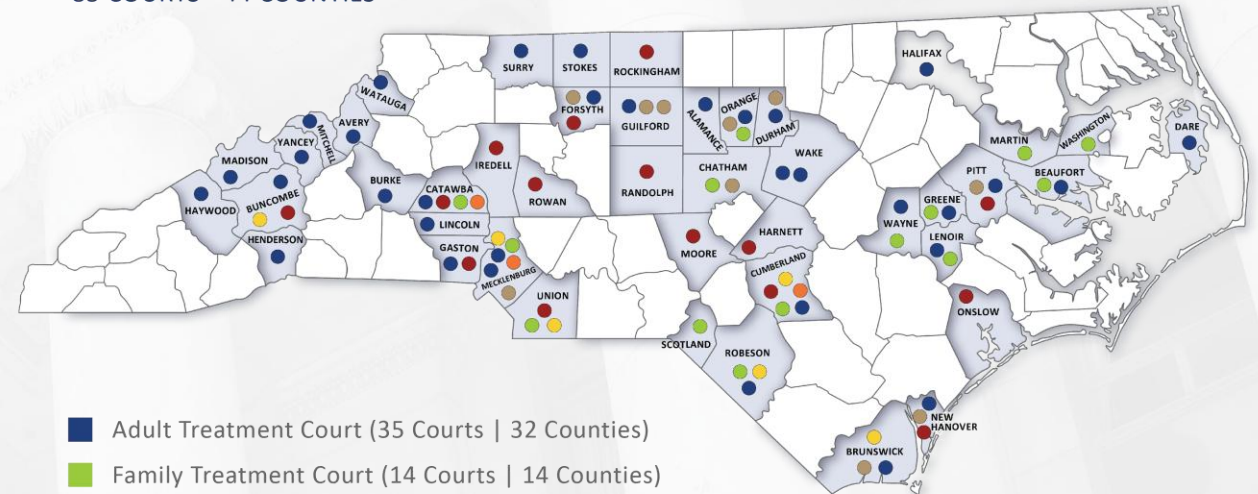


recovery courts

- NC has 85 courts across 44 counties. Many courts serve multiple counties.
- NC has added 31 new courts since January 2021 including 12 new veteran treatment courts.
- Over 8,000 participants in past four years.

TREATMENT COURTS AVAILABLE IN NORTH CAROLINA (Effective as of August 2025)

85 COURTS - 44 COUNTIES





Safe Babies Court

- Specialty court program seeking to expedite permanence for children aged 0-3.
- Initial pilot launched in July 2024 comprising New Hanover, Mitchell, and Yancey counties.
- Pilot expanded to Avery, Brunswick, Durham, Madison, McDowell, and Rutherford counties.
- Currently serving 95 children among 59 families.
- Early data showing a reduction in time to permanent placement.





Jury Service Improvements

Juror Payment Cards

- Replace paper checks mailed via USPS.
- Jurors receive payment the same day after completing service.
- Funds can be transferred to a bank account.

Online Jury Excusal

- Secure online portal for jurors to submit excusal requests.
- Expedites response time from clerk and chief district court judge's office.



NORTH CAROLINA JUDICIAL BRANCH

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