



NORTH CAROLINA
ADMINISTRATIVE OFFICE
of the COURTS

Office of the Director

Judge John W. Smith

Director

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February 1, 2014

Co-Chairs, Joint Legislative Oversight Committee on Justice and Public Safety

North Carolina General Assembly
State Legislative Building
Raleigh, North Carolina 27601

Dear Senators and Representatives:

Pursuant to Session Law 2013-360, Section 18B.10, please find enclosed a report on implementation of a criminal case information system for public defenders.

Please do not hesitate to contact me if we can provide you with any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read "John W. Smith".

John W. Smith,
Director

Enclosure (1)

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NORTH CAROLINA
ADMINISTRATIVE OFFICE
of the COURTS

Implementation of a Criminal Information Management System for Public Defenders [S.L. 2013-360, §18B.10]

February 1, 2014
Technology Services Division



Introduction

Section 18B.10 of Session Law 2013-360 provides as follows:

CRIMINAL CASE INFORMATION SYSTEM FOR PUBLIC DEFENDERS

SECTION 18B.10. The Administrative Office of the Courts, in consultation with the Office of Indigent Defense Services, shall use the sum of three hundred fifty thousand dollars (\$350,000) in funds available to the Administrative Office of the Courts for the 2013-2015 fiscal biennium and the sum of three hundred fifty thousand dollars (\$350,000) in funds available to the Office of Indigent Defense Services for the 2013-2015 fiscal biennium to develop or acquire and to implement a component of the Department's criminal case information system for use by public defenders no later than February 1, 2015. The Administrative Office of the Courts shall make an interim report on the development and implementation of this system by February 1, 2014, and a final report on the completed implementation of the system by March 1, 2015.

The North Carolina Administrative Office of the Courts (NCAOC) respectfully submits this interim report pursuant to the legislative mandate.

Evaluation of Options

In June 2013, the North Carolina Administrative Office of the Courts (NCAOC) began meeting with the Office of Indigent Defense Services (IDS) to determine IDS's needs and required functionality for a criminal case management system. The current system used by IDS is based on technology that is no longer supported and therefore creates certain technical risks. IDS consequently seeks a solution that better meets its statewide business needs for case management, including multiple case actions, participant and attorney tracking, scheduling, reporting, correspondence, information exchange with other NCAOC systems, and data analysis.

NCAOC and IDS continue to collaborate to find the best and most effective and efficient way to meet IDS's needs. In addition to meeting monthly with IDS, NCAOC staff has visited three public defender offices – in Durham, Forsyth, and Scotland counties – to understand and capture their business processes. Since the beginning of this project, NCAOC has worked collaboratively with IDS to complete the following project deliverables:

- Roles and responsibilities
- Project technology group membership
- Detailed requirements document
- User survey
- List of high-level requirements for the request for information (RFI)
- Final RFI document
- Response to vendors' RFI questions
- Checklist to evaluate vendors' RFI responses
- RFI vendor response evaluation and findings document
- Checklist and script for the vendor presentations



On September 19, 2013, NCAOC issued a Request for Information (RFI) seeking information on available software to meet IDS's needs. The RFI required responses by October 30, 2013. NCAOC and IDS then jointly reviewed the responses and selected three vendors to conduct presentations.

NCAOC and IDS are in the process of scheduling those vendor presentations for February 2014. After the vendor presentations are completed, NCAOC and IDS will evaluate the findings and make a joint recommendation about the best way to proceed.

Projected Costs

Based on general cost information from the responses to the RFI, the cost of software alone is estimated to be from \$300,000 to \$939,000. Software will be only one component of the total project cost, however, and other components will include personnel costs, equipment, ongoing maintenance, license fees, and enhanced storage infrastructure. NCAOC expects to have a more accurate total project cost after NCAOC and IDS agree on which software product will best meet IDS's needs.

Summary

NCAOC and IDS will continue to evaluate the best way to acquire and implement a criminal case information system for public defenders. The challenge is to find a robust product that either meets IDS's needs or that can be modified at a reasonable cost, including the costs for implementation and support. NCAOC and IDS will continue to work together to meet that challenge and will make appropriate recommendations once the information-gathering process is complete.

