



STATEWIDE DATA

as of June 30, 2011

Criminal

1.14 million daily transactions
42.8 million criminal cases

Civil

455,630 daily transactions
16.6 million total civil cases

eCITATION

3,650 citations created each day
13,333 enforcement officer users
335 law enforcement agencies

Email (annual)

62.8 million spam blocked
70.36 million emails securely delivered

NCAWARE

8.76 million processes (both served and unserved)
34,610 court and law enforcement users
2,000 processes served each day

payNcticket

350 citation payments made per day
\$62,043 collected per day

Help Desk

113,500 call tickets logged last year

Internet

24,509 unique users on web calendars per day
192,171 unique users on nccourts.org per month

Discovery Automation System (DAS)

30,530 case folders
101,412 documents stored
10.5 million estimated number of pages stored

WHAT USERS ARE SAYING

Guilford County Clerk of Superior Court
***Greensboro News & Record* – NCAWARE**
David Churchill

It will save us paper. It will save us time and make the clerk's office more efficient in serving citizens of this county. It looks like it is going to be a great help.

Buncombe County Legal Assistant – CCIS-DA
Susanne Middleton

We are pleased to be using the new CCIS-DA system. There were several enhancements to the previous system and we feel that this will improve our office's ability to manage cases.



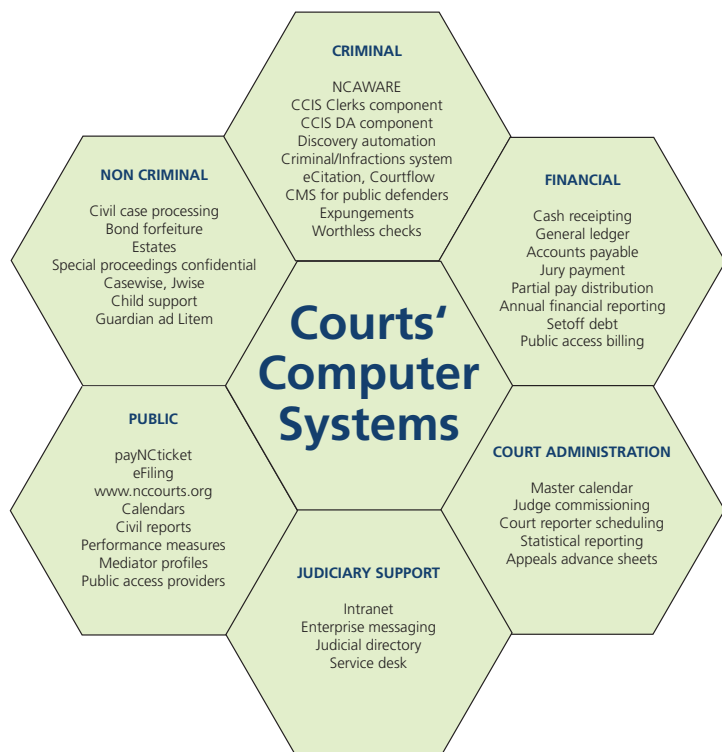
The N.C. Administrative Office of the Courts' Technology Services Division (TSD) provides information technology services and solutions to support the day-to-day work of the North Carolina Judicial Department. Using modern software development techniques and technologies, TSD develops and maintains a myriad of computer systems to support the various groups of court officials and staff within the Judicial Department (see diagram on reverse side). These systems are tailored to the unique needs of North Carolina's unified state court system, which is one of the few truly unified court systems in the nation, and is the only state court system that supports the state prosecutors.

To provide access to these systems, TSD maintains and supports desktop and office computer hardware and software in more than 260 court offices statewide, including 400 district and superior courtrooms. TSD also maintains and operates a statewide communications network to support the Judicial Department, including data and network operations centers in Raleigh, which is the hub of its operations. In addition to court users, TSD supports and maintains access to its criminal systems for more than 30,000 law enforcement users statewide. TSD also maintains and supports telephone systems in court offices statewide.

While many different information systems exist to meet the specialized needs of each major constituent group, TSD's overarching, long-term vision is to develop information systems that capture court information at the earliest point possible, while sharing information to eliminate redundant data entry and paper. As a leader in court technology, TSD participates in the development of the National Information Exchange Model, which is a national model for establishing data sharing standards.

SHARING COURT INFORMATION

In serving the public, NCAOC maintains a myriad of interfaces between NCAOC court computer systems and many other state, local and federal agencies. Notable examples include interfaces between NCAOC's computer systems with N.C. Division of Motor Vehicles, N.C. Department of Correction, N.C. Department of Justice / State Bureau of Investigation, N.C. Department of Health and Human Services and N.C. Department of Revenue.



FOR THE GENERAL PUBLIC

payNCticket

The system, payNCticket, allows citizens to pay traffic tickets and related costs online using credit and debit cards. Each day on average, 350 citation payments are made, and more than \$62,000 is collected. With this system, cases are disposed quickly and efficiently, and traffic to the courthouse is reduced, thus decreasing wait times for citizens who are at the courthouse.

Court calendars on nccourts.org

Online calendars provide a yearly superior court judges' rotation schedule, list daily events for the court system by county for both criminal and civil cases, and provide a method to request the automated delivery of these court events to individual subscribers.

Court records accessible at public terminals

Citizens can access any criminal or civil court records at public terminals provided at each clerk of court office.

ABOUT TECHNOLOGY SERVICES

SERVICE	BRIEF DESCRIPTION
Help Desk	This 24 by 7 operation serves as the first point of contact for all NCAOC computer users, including court employees and external users, such as law enforcement. The major goal of the Help Desk is to resolve reported issues in a timely manner by prioritizing requests for assistance depending on the severity of the issue.
Applications Development	Customized computer systems are provided to house, track and manage court records and cases. By using the most advanced software development techniques, Applications Development tailors these systems to meet the unique needs of the N.C. court system and its diverse stakeholders.
Infrastructure and Operations Support (I&O)	This 24 by 7 operation designs, supports and secures statewide data, voice and video traffic data networks. This section oversees the Data Center, Network Operations Center and all statewide court computer operations.
Project and Quality Management Office (PQMO)	Quality and the timely delivery of products and services are ensured through detailed monitoring. While adhering to project management best practices, PQMO supports TSD by establishing and reviewing practices and principles, and overseeing project status reporting and project information sharing. In addition, this section is responsible for the disaster recovery and business continuity of operations for both the network and computer environments.
Remote Public Access	Furthering the public's access to court records, Remote Public Access is responsible for the implementation of G.S. 7A-109(d), which allows the NCAOC to enter into contracts with vendors to provide remote electronic access to court records. Funds collected are held in the Court Information Technology Fund and are available to the Judicial Department for its technology and office automation needs.



Criminal Court Information System Clerks Component (CCIS-CC)

IMPORTANT STATISTICS

1,278,500 cases processed using CCIS-CC
May–December 2009
2,105,113 cases processed using CCIS-CC
January–December 2010
1,163,484 cases processed using CCIS-CC
January–June 2011

PARTNERS

CCIS-CC Advisory Group
N.C. Division of Motor Vehicles

USERS

Hundreds of clerks, as the official recordkeepers,
are the primary data entry users of CCIS-CC.

WHAT USERS ARE SAYING

Forsyth Assistant Clerk

I can FTA infractions and criminal traffic cases
without moving around multiple screens.

Rowan County Assistant Clerk

The “monies paid” is the best screen
ever done!!!!

Assistant and Deputy Clerks Conference

LOVE IT (all of CCIS-CC), Love being able to view
information on the screen (payment status), not
having to print the report and file in a binder for
rejected and accepted waivers, love the fact that
they can process CR and IF cases on the same
screen. Love the system all together. Great job!!!

The screenshot shows the CCIS-CC web application interface. At the top, it displays the URL 'https://cisplh.nccourts.org' and the page title 'NCCIS: CCIS-CC Multiple Entry Continuances'. Below this, there's a navigation bar with 'CCIS-CC Home', 'Multiple Entry Menu', and 'Continuances'. The main content area is titled 'BUNCOMBE County' and shows a message: 'Case(s) updated successfully.' Below this, there are search filters for 'Court Type' (District, Superior), 'Case Type' (Criminal, Infraction, Both), 'Court Date' (10/10/2009), 'Court Session' (AM), and 'Courtroom' (0001). There are also buttons for 'Calendar', 'Sort By', and 'Select Defendant'. A section for 'Default Values for Selected Rows Below (Optional)' includes fields for 'Next Court Date', 'Next Court Session', 'Next Courtroom', 'Continued For', 'Defense Atty Type', 'Defense Atty Name', and 'NC'. At the bottom, there's a table with columns: 'Sel', 'File Number', 'Defendant Name', 'Subp', 'Notice', 'Next Court Date', 'Next Session', 'Next Court Room', 'Cont For', 'Type', 'Defense Attorney Name', 'Ini', 'State Attorney Name', and 'File Number'. The table shows 16 rows of data, with the first row being '09CR 063451' and the last row being '09IF 064383'. The table is paginated, showing 'Showing 1-15 of 16' and 'NEXT >>'. There are also buttons for 'Update', 'Refresh', 'Clear', 'Clear Rows', and 'Cancel'.

CCIS-CC is a criminal case management system. This rich web-based application extends, and will ultimately replace, the Automated / Criminal Infractions System (ACIS) which is based on 1980s technology.

The CCIS-CC team is working closely with clerks to build replacement components with enhanced capability. The developers are using an incremental approach that results in positive improvements to the existing process and at the same time moves the older (working) system to our modern web-based technology. This incremental approach, in which smaller sub-projects are identified, developed, and completed, provides for faster delivery of improvements to the clerks, with a new component scheduled for delivery approximately every six months.

The user advisory group works with us to identify and prioritize elements for each new release to ensure that we are correctly focused to deliver the greatest workload relief to clerks in every office across the state. With their assistance, each new component is designed to streamline work flow and improve efficiency using labor-saving techniques and much improved ease-of-use features.

IMPLEMENTATION TIMELINE

June 2006
Multiple entry
microfilm

March 2007
Multiple entry
district court
continuances

March 2008
Court results and
continuances
enhancements

November 2008
Aging reports and
court officials
maintenance

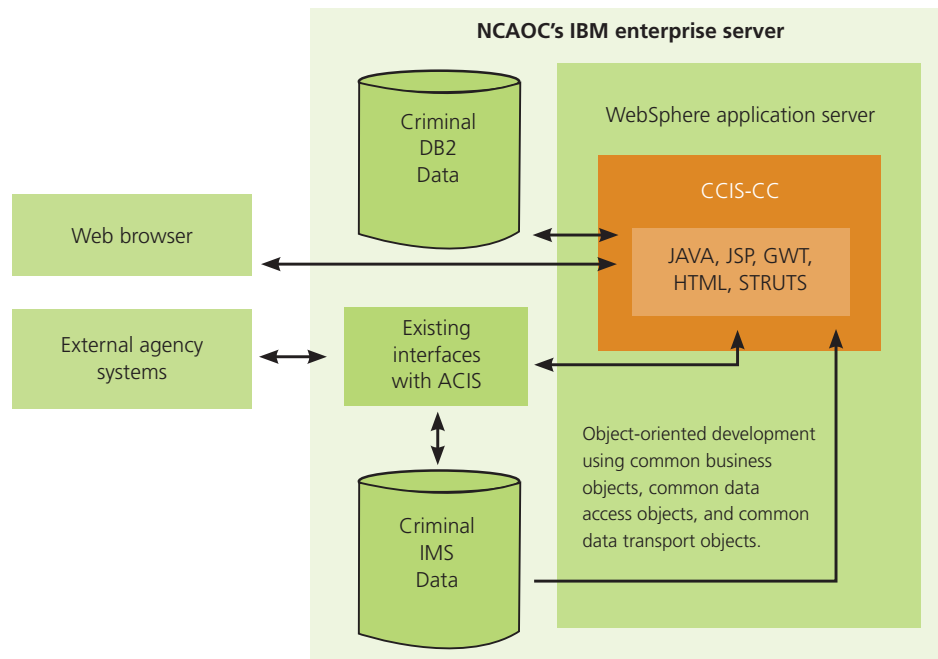
April 2009
Multiple entry
court results
and continuances

July 2009
Speeding reductions,
monies paid and
financial interface

February 2010
DMV automation,
calendar search
and single case
disposition

April 2011
Pre trial, post
dispositions and
Events Tracking

CCIS-CC: The architecture behind the application



CCIS-CC design specifications: Based on n-tiered J2EE architecture. Uses STRUTS, HTML, JSP, Google Web Toolkit. Hosted on WebSphere application server; Z-OS platform. IBM DB2 and IMS used to store and retrieve criminal information. Interfaces with other NCAOC systems and external agencies using existing ACIS interfaces.

BENEFITS

Saves time

- Many convenience features minimize and streamline data entry by clerks including pre-filling fields with user entered defaults, calendar lookup, drop-down lists and more
- Pre-loads cases from calendars
- Reduces clerks' manual processes
- Consolidates multiple functions on a single screen to allow for speedy data entry
- Allows simultaneous processing of infraction and criminal cases for both superior and district courts on a single screen
- Processes large volumes of data in an efficient manner
- Reports can be viewed online or printed on demand
- Presentation of information is efficiently structured

Improves data quality

- Defaults, lookups and drop-down features reduce data entry errors
- Pre-loading of data reduces data entry errors
- Provides easy to use data verification features

Improves access to information

- Improves search capabilities
- Expands reporting capabilities
- Expands automation of historical information

FEATURE HIGHLIGHTS

- Multiple Entry Microfilm Screens including new ability to use CDs to archive case files
- Multiple entry continuances for district and superior court
- Court results
- Aging reports
- Multiple entry speeding reductions
- New interface to the clerks' financial system for nightly payment information.
- Multiple entry monies paid displays detail payment information on the screen for the clerks to verify. This screen eliminates the clerks' manual tracking process of payment information
- Online payment status reports to resolve problems related to payment data and provide information to respond to public queries regarding payments
- Disposition for cases not requiring sentencing
- Expanded N.C. Division of Motor Vehicles (DMV) automation to eliminate tasks that clerks have been handling by telephone or fax
- Generates electronic DMV notifications
- Capture pretrial and post-disposition activities
- Track case events



Criminal Court Information System District Attorney (CCIS-DA)

PARTNERS

CCIS-DA Advisory Committee
N.C. Conference of District Attorneys

WHAT USERS ARE SAYING

Buncombe County Legal Assistant Susanne Middleton

We are pleased to be using the new CCIS-DA system. There were several enhancements to the previous system and we feel that this will improve our office's ability to manage cases.

Beaufort County Legal Assistant Margaret Fox

I love the fact that I have access to Martin County cases. In CMS, I could not access into Martin County unless I was in the Williamston office.

IMPLEMENTATION STATISTICS

as of June 30, 2011

39 districts
87 counties
89% by caseload
874 users in district attorney offices



CCIS-DA is a robust, statewide case management computer system for district attorneys. Data entry is minimized by daily downloads of data from the clerk's system, thus reducing re-keying errors. Scheduling and management of attorney resources, advanced ad hoc reporting capabilities, as well as pre-defined reports help district attorneys manage staff and caseload. The system provides secure web-based access from anywhere on the NCAOC computer network. CCIS-DA captures individualized case notes, and tracks and schedules action-oriented events and decision points relevant to the prosecution of each case. District attorneys can generate and save necessary forms and letters populated with data in the system, thus significantly reducing manual processes.

In the future, CCIS-DA will be more fully integrated with the Discovery Automation System (DAS). DAS provides an automated system to help district attorney's comply with G.S. 15A-903, which requires prosecutors to make available all discoverable documents to the defense attorney for the crimes committed by the defendant. This will provide easy access to case information and case documents from a single system. CCIS-DA eliminates the physical handling and maintenance of paper documents and is a significant achievement toward fulfilling our eCourts vision for North Carolina.

IMPLEMENTATION TIMELINE

December 2009
Pilot in District 30

January 2010
CCIS-DA 3.0 released

March 2010
CCIS-DA 3.1 released;
Begin statewide rollout

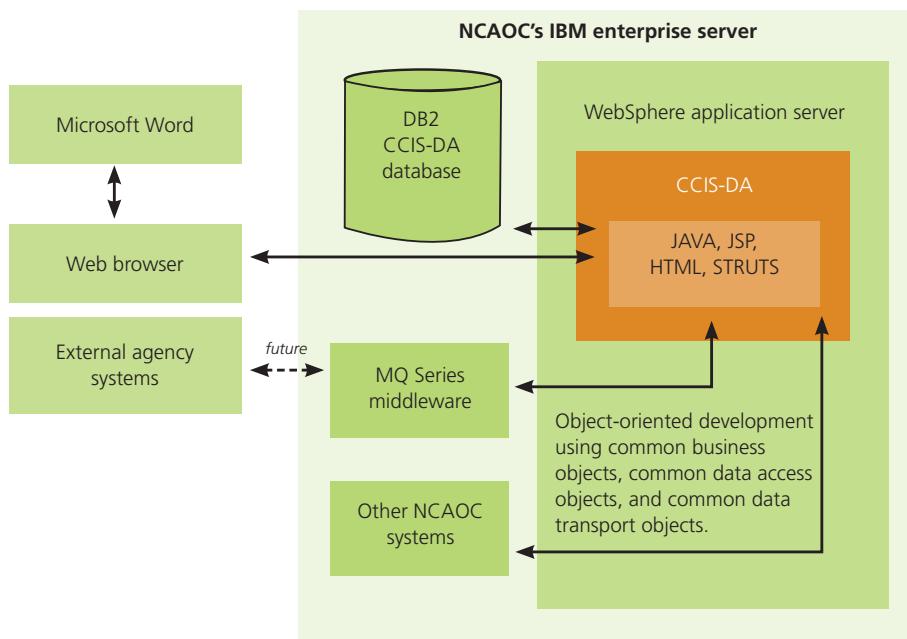
June 2010
CCIS-DA 3.2 released

October 2010
CCIS-DA 4.0 released

January 2011
CCIS-DA 4.2 released

April 2011
CCIS-DA 4.3 released

CCIS-DA: The architecture behind the application



CCIS-DA design specifications:

Based on n-tiered J2EE architecture. Uses STRUTS, HTML, JSP, XML. Hosted on WebSphere application server; Z-OS platform. IBM DB2 used to store and retrieve criminal information. Directly integrated with other internal NCAOC systems. Will use IBM MQ series to interface with external agency systems in the future.

Benefits

- Highly portability system that allows assistant district attorneys to access case data from any NCAOC PC in the state and remotely with a VPN connection
- Reduce time spent managing caseload with flexible reporting and reports on-demand
- Reduce data entry through electronic interface with ACIS
- Streamline processes by editing multiple cases simultaneously
- Replace time consuming paper based tasks with efficient electronic processes
- Increase staff productivity through automation of forms, letters and calendars
- Eliminate easy to lose, hand-written case notes by storing case notes electronically
- Efficiently and effectively share data in multi-county districts
- Highly reliable and secure
- Transparent implementation of new features and enhancements
- Easily customize the data view

- Maintain prior conviction information at a person level
- Process more than 108 offenses on the prior records form
- Fill more than 100 NCAOC forms and save in PDF
- Create multiple customized data views
- Retain all case data in history
- Maintain gang information at the person level
- Edit multiple cases simultaneously
- Bundle and unbundle cases
- Obtain case data from ACIS in real-time

Coming soon

- Increase integration with the Discovery Automation System (DAS)
- Add judgment, restitution, and tax ID data
- Expand mail merge outside of letter generation
- Upload court dates and settings to CCIS – Clerks Component
- Add notes at DA Case #, CR/CRS #, and defendant levels
- Add user-defined fields on Grids
- Create and manage DA case file

Feature highlights

- Set up dynamic ad-hoc queries and filter data
- Produce customizable court calendars and reports

Providing district attorneys with automated case management tools.



Technology Services

Infrastructure and Operations Support Services

IMPORTANT STATISTICS

as of June 30, 2011

INFRASTRUCTURE SERVICES

99.7% of court technology system applications
available 24/7/365 on enterprise servers

Court IT performance and manageability
improved by multiple enterprise servers

10,000+ network connections monitored

10 million bits of data traffic every second

864 billion+ bits of data traffic per day per site

8,000 workstations and laptops supported

62.84 million+ email spam blocked

18,500+ Help Desk tickets processed

70.36 million+ emailed securely delivered

STATEWIDE HOSTING SERVICES

39 court applications securely operated in the
Data Center

76,000+ users with secure and reliable access to
hosted court applications

Legacy “green screen” applications

1.59 million transactions daily

497.6 million transactions annually

Web-based applications

1.9 million transactions daily

594.7 million transactions annually

Enterprise criminal database

36.5 million+ records

Criminal infractions database

5.2 million+ records

WHAT USERS ARE SAYING

Chatham County Clerk of Superior Court

Sam Cooper

When I think of AOC’s disaster response, the following words come to mind: responsive, expedient, professional, competent, caring, and compassionate; in one word, exemplary. AOC’s actions have been extraordinary.



The North Carolina Administrative Office of the Courts’ (NCAOC) Information and Operations Support Section (IOSS) operates the Judicial Department’s Data Center and Network Operations Center located at the Judicial Center in Raleigh. Our main goal is connectivity – to keep phones and computers operational. These centers are the technology hub for the Judicial Department’s phones, computers, data access, and storage.

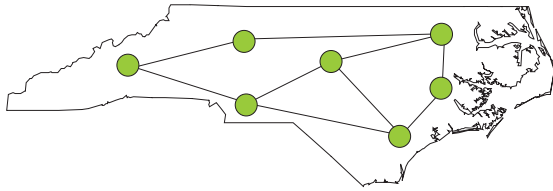
Although IOSS services affect each employee in the department, you may not know much about us – that’s because our work mostly is behind the scenes. However, you may recognize us by a group of our field staff who work daily in local court locations and in Raleigh to keep phones and computers operating and to troubleshoot and provide support for technical issues that come to the NCAOC Help Desk. Our field support teams are located geographically at duty stations throughout the state to ensure rapid and knowledgeable response to court technology needs on a day-to-day basis and in the event of emergencies.

Our data protection management ensures that critical court data is stored securely and can be safely recovered in the event of a disasters. Our comprehensive disaster recovery process and business continuity of operations plan tie back to our main goal of maintaining connectivity.

The people and technology of IOSS work to ensure North Carolina’s courts and its criminal law enforcement partners are securely and reliably connected to the technology and data they need wherever and whenever they need access – day or night, at work or on the road, regardless of weather or emergency circumstance, from Murphy to Manteo.

CourtNet Statewide Network

In 2008, IOSS planned and built a statewide network infrastructure that provides the court system with connectivity to the NCAOC, where court computer applications and data are stored. This infrastructure, CourtNet, is a resilient network infrastructure that uses fiber optic cabling and the latest high-speed network technologies, like Metro-Ethernet technologies. CourtNet has seven strategically located hardened remote point-of-presence (rPOP) access points to connect court facilities from every county in the state.

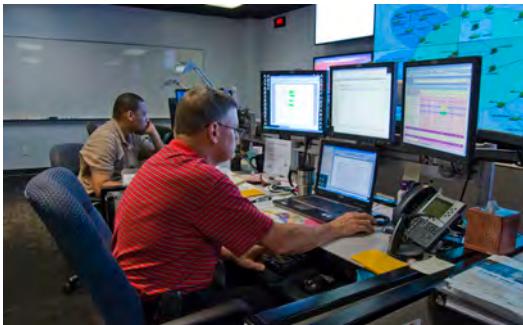


● Hardened remote point-of-presence (rPOP) locations with secure rack space, power, connectivity. NCAOC network equipment provides tie to a high-speed fiber backbone.

CourtNet, with its use of best-practice design principles and the latest telecommunications technologies, brings to the court system increased reliability and better performance (10 fold at many locations). CourtNet provides a solid network foundation to meet North Carolina courts' present and future technology needs. CourtNet technology supports the more than 76,000 judicial, law enforcement, and executive branch users statewide by ensuring fast and efficient access to services such as training, video conferencing, eFiling, eDiscovery, and network transfer of large graphics such as case evidence.

Network Operations Center

Our NCAOC Network Operations Center provides real-time statewide status reports to instantly let us know when judiciary phone or computer systems fail. This allows support teams to respond immediately to recover lost connectivity.



Technicians monitor computer and phone systems round the clock. Lost connectivity is detected instantly, and technicians respond rapidly to keep information technology up and running.

Round-the-clock monitoring and support options ensure that data coming to and from court offices across the state is secure and accessible when courts need it.

In addition to monitoring the data network, we provide security for all information technology (IT) operations, backup, and disaster recovery of all documents and data generated by statewide computer systems like NCAWARE, CASEWISE, and CCIS.

Data Center

The NCAOC Data Center includes, but is not limited to, two large enterprise system computers (traditionally known as mainframe computer systems). These large systems house and support all court legacy (ACIS) and web-based (NCAWARE) computer applications. Court data produced by these applications are stored and managed by this section for more than 76,000 potential users which includes law enforcement and other executive branch users. These large computer systems combined can execute more than three billion instructions per second. These large computer systems process more than 2.5 million transactions per day, as well as provide and support five additional environments for the development of court applications, resulting in the hosting of 240 total applications. In addition to the processing power, they provide storage management and backup of court data for disaster recovery and business continuity purposes. IOSS provides the statewide users, in both the judicial and executive branches, with a quality of service availability of more than 99 percent.



A small-scale server farm is the hub for network connectivity and data storage and retrieval for court related information.



IMPORTANT STATISTICS as of June 30, 2011

5,519,325 citations processed since
program's inception

81% of all non-arrestable citations statewide
processed through eCITATION®

13,333 law enforcement officers accessing the
program (new officers added each week)

335 law enforcement agencies implemented
(new agencies added each month)

Implemented in all 100 county
clerks of court offices

PARTNERS

eCitations Advisory Committee
Governor's Highway Safety Program
Local Law Enforcement Agencies
N.C. Criminal Justice Information Network
N.C. Division of Motor Vehicles
N.C. State Highway Patrol

WHAT USERS ARE SAYING

Cary Police Department Senior Officer Dan Hayes

After 18 years in this job I can say this is one of
the best advancements the law enforcement
community has gotten.

Orange County Clerk of Superior Court James Stanford

It is truly a system that from theory to
implementation has been thoroughly thought
out and meets or exceeds expectations in its
actual use. The benefits to all users of the
system are immeasurable.



In the past 12 months more than 1.31 million citations have been issued in North Carolina. These citations are issued for both criminal and non-criminal violations such as motor vehicle and seat-belt, traffic, hunting and fishing, underage drinking, and speeding violations. eCITATION®, the first such system in the nation, fully automates the citation process, producing the NC Uniform Citation in an electronic format and reducing data entry to a single iteration. Using existing wireless connections, eCITATION® allows officers to create citations and schedule court dates electronically from the patrol car. A portable printer produces a copy of the citation for the defendant. After issuance of the citation, the officer transmits the data directly to the NC Administrative Office of the Courts (NCAOC), where it can be immediately accessed by court users statewide. The statewide system, which was custom-developed as a joint venture by the NCAOC and the N.C. State Highway Patrol, includes five components:

- Clerk of Court Component: This component is used by county clerk staff to monitor and print judgment copies of transmitted citations.
- Interface to law enforcement records management systems: This component provides electronic download of eCITATION® data to local law enforcement systems, thus eliminating dual data entry.
- Interface to Ncaoc Automated Criminal/Infractions System (ACIS): This component receives and stores citation data on the NCAOC enterprise server, making the information available to court staff statewide.
- Interface to N.C. Division Of Motor Vehicles: This component allows the officers to query and automatically pre-fill defendant information using the driver's license or vehicle plate number.
- Officer component: This component is loaded on the computer in the patrol car for entering and printing citations. It is capable of operating with or without communication coverage.

IMPLEMENTATION TIMELINE

1999 - 2001
Pilot study to
determine feasibility

2001 - 2003
Development and pilot
with three agencies
across North Carolina

January 2004 - March 2006
Statewide rollout to all
100 Clerks of Court offices

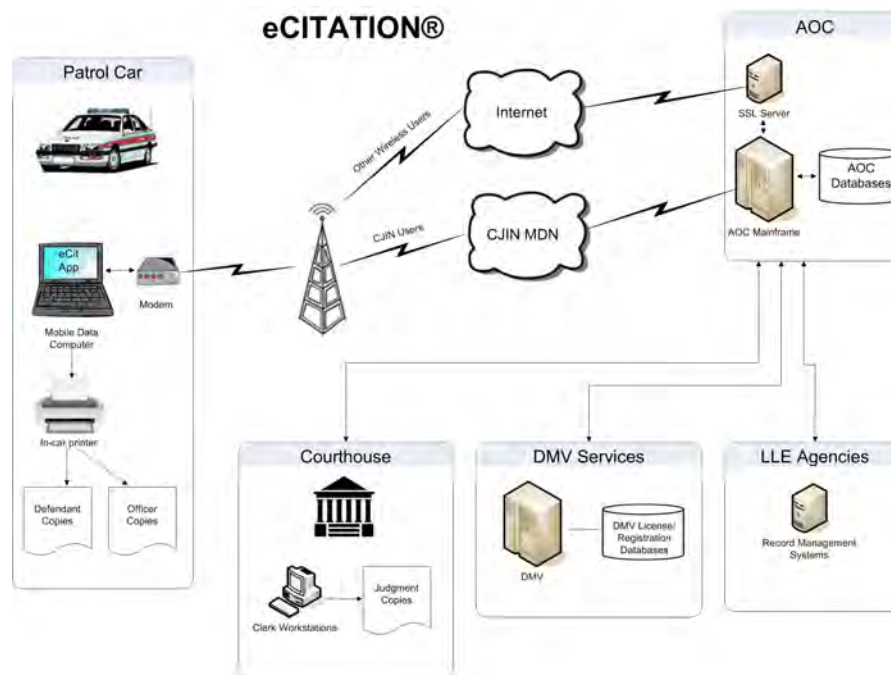
January 2004
Began implementation of law
enforcement agencies

February 2005
Updated the Clerks
Component to browser
based technology

January 2006
Released the Law
Enforcement Records
Management System
interface

November 2008
Updated the Clerks
Component to Java
technology

eCITATION®: The architecture behind the application



eCITATION® was developed using n-tiered architecture. The applications are either PC based or hosted on the NCAOC Websphere application server. The various components utilize the following languages: Visual Basic 6.0, JAVA Server Pages (JSP), COBOL, CICS, and HTML. Data is stored in an MS Access database on the PC and in DB2 and IMS tables on a Z-OS platform. eCITATION® interfaces with other NCAOC systems, local law enforcement records systems, and NCDMV.

Inter-agency commitment

eCITATION® is a volunteer program that is highly popular and well received by both court and law enforcement communities, and is distributed at no cost to participating agencies. NCAOC has further assisted agencies with their implementation by providing grant-funded printers for the patrol cars. This successful initiative automates a complex criminal justice process. The program receives strong commitment from all agencies involved, making it an excellent example of collaboration among multiple state and local government agencies, including those in constitutionally separate branches of government.

Significant future enhancements under consideration

- Balancing of court load calendars to assist court personnel
- Barcode scanning of drivers' licenses to assist law enforcement officers
- Inclusion of GPS coordinates to facilitate law enforcement agency citation analysis
- Online notification to law enforcement officers

Benefits

- Speed – citations are written faster which means officers spend more time patrolling
- Cost savings – the elimination of paper citation books saves the state thousands of dollars a year
- Reduction of data entry – the electronic transmission into the NCAOC system and the law enforcement records system eliminates the manual keying by staff
- Improved accuracy – the application tools provided for accurate completion of the citation, the auto-population from the NCDMV files, and the single entry of data eliminates errors from deciphering of officers' handwriting
- Officer safety – the "point-and-click" method and speed of creating the citation allows the officer to be more vigilant of the defendant and surroundings



eCITATION® received the 2007 Digital Government: (Government to Government) award from the National Association of State Chief Information Officers (NASCIO).



IMPORTANT STATISTICS

1070 initial and subsequent filings
150 attorneys / paralegals registered
443 attorneys / paralegals trained

Pilot Start	County	Number of filings 6-30-2011
May 8, 2009	Chowan	1
May 8, 2009	Davidson	35
July 20, 2009	Wake*	1034

**Limited pilot with only 41 law firms selected by the CSC*

PARTNERS

N.C. Bar
N.C. Clerks of Court
Tybera Development Group (eFiling vendor)
NIC Services (ePayment vendor)

The N.C. Bar Association continues to partner with Tybera, the eFiling vendor, to offer eFiling training as a CLE class.

WHAT USERS ARE SAYING

Wake County Clerk of Superior Court Lorrin Freeman

The eFiling project, when fully implemented, will completely transform for the better the manner in which we do business in the courts in the area of civil litigation.

Wake County Assistant Clerk Mary Beth Grady

In addition to being cost effective, eFiling will bring our Court to a level of technology equal to the private sector.

Davidson County Clerk of Superior Court Brian L. Shipwash

It is my personal belief that eFiling will greatly benefit parties filing actions and the state. The time and overhead savings once fully implemented will greatly benefit all.

Civil Electronic Filing (eFiling)



“Imagine a world where you don’t have to drive three hours to check out a court file, or dash down the street at the last minute to file a pleading before the clerk’s office closes. No mailing. No couriers. And for the most part, no paper... that world could be around the corner.”

“Payment would allow for filing and payment online,” *Lawyers Weekly*. June 1, 2009. Front cover article.

The Civil eFiling system allows civil court papers to be filed electronically, filing fees to be paid online via credit card or eCheck, court notices to be sent, and court information to be retrieved via the Internet.

With the initial pilot, an efiler is able to file case data and pay any associated filing fees online for civil superior cases and special proceedings foreclosure cases. A clerk will review all filings and will have the capability to approve or return filings to the filer electronically. Clerks will print paper copies of the eFilings to place in case folders, as well as continue to enter case information into the Civil Case Processing System (VCAP) until future functions are available.

The initial eFiling pilot has been successfully implemented in Chowan, Davidson and Wake counties. The eFiling system is being developed using an incremental development approach. This approach allows for quicker delivery of working releases of the system, allows for feedback on the design, which can improve and refine future modules of the system, and provides more control over the project.

The eFiling advisory group and several subcommittees helped to define the requirements and the eFiling rules for the eFiling project. Our plan is to continue to work to provide additional functionality and expand into more counties as funds are made available.

IMPLEMENTATION TIMELINE

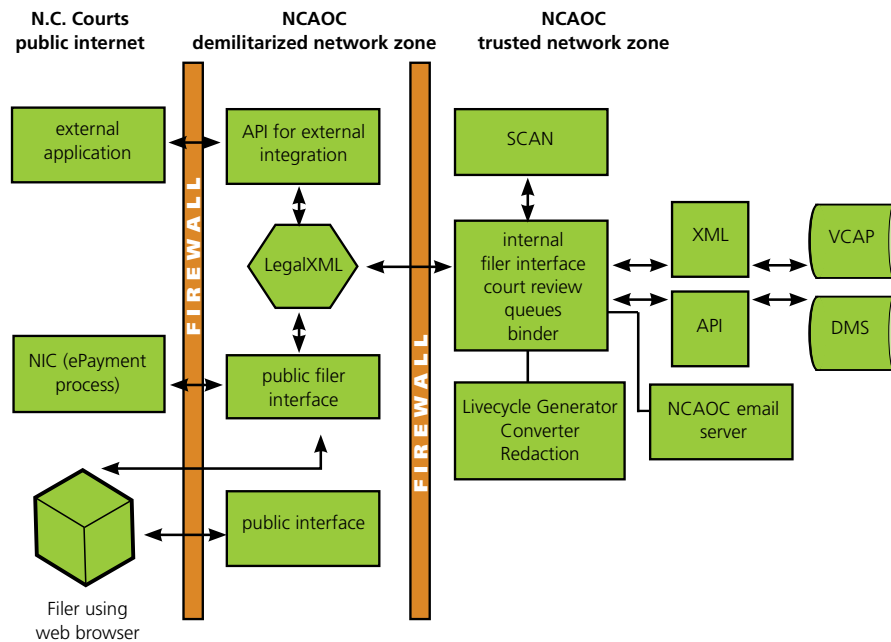
March 4, 2009
Payment vendor contract signed

March 9, 2009
Pilot contract signed

May 8, 2009
Implemented in Chowan and Davidson counties

July 20, 2009
Implemented in Wake County

eFiling: The architecture behind the application



Based on J2EE architecture. Uses HTML, XML, LegalXML (used to package filing). Hosted on AOC's windows server but will move to AOC's WebSphere Application Server, z/OS platform. IBM DB2 used to store civil data. Interfaces with other NCAOC systems using web services

Benefits

Saves time

- Electronic filing is faster and easier than manual filing.
- N.C. attorneys can file documents, pay filing fees and view documents in any participating county without traveling to the courthouse.
- N.C. attorneys can view opposing counsel's electronic submissions within minutes rather than waiting to receive mailed copies.

Saves money

- Saves attorneys' expenses for courier services, mail, or other delivery methods.

Convenient

- N.C. attorneys can file and view documents nearly 24 hours a day, 7 days a week.
- N.C. attorneys receive electronic notifications when a document is efiled.

Efficient

- Reduces the number of calls to the clerks' offices.

Further Benefits of Future Phases

Saves time

- Saves clerks' time by minimizing paper handling and manual processes.
- Saves judges' time signing documents.

Saves money

- Save dollars on staff time, copier ink, paper, file storage.

Accurate

- Improves data quality and accuracy by eliminating duplicate data entry.

- Eliminates lost or misplaced files.

Convenient

- Provides search capabilities to find specific documents and to search the text within documents.
- Provides fast, secure, and simultaneous access to documents for clerks, judges, attorneys, and the general public.

Efficient

- Stores all documents electronically eliminating rooms full of paper files.

Features of the Current Initial Pilot

Clerks

- Review documents online.
- Accept or deny filings online.
- Scan non-stamped paper filings into electronic file.
- Return service documents electronically.

Attorneys

- Electronically file documents to the court.
- Efile nearly 24 hours a day.
- Pay filing fees online using a credit card or bank draft.
- Resubmit a denied filing.
- Save filing as a draft.
- View status of eFiling.
- View efiled documents and notifications.
- View case history of efiled events.
- View filing charges by month.



Technology Services Division Customer Relations

HELP DESK AND SECURITY ADMINISTRATION

IMPORTANT STATISTICS

Users Served

7,000 judicial branch

23,000 non-judicial branch

86,808 resolved by Help Desk staff during call

52% password reset

32% desktop support

3% followup

3% hardware issues

3% telecommunication

3% security

2% network support

1% mainframe application support

1% other

86,808 calls resolved by Help Desk staff

26,704 resulted in problem tickets sent to staff or
vendors for resolution

236,917 security requests processed

WHAT USERS ARE SAYING

**Kendra Montgomery, Executive Director,
N.C. Innocence Commission**

You have wonderful people. Help Desk always
lives up to their name.

**Maura Johnson, New Hanover
County Magistrate**

Please again extend my thanks to those staff-
ing the AOC Helpdesk- you have no idea how
reassuring it is to know that when we call, even
in early morning hours, a very professional and
helpful person is on the other end to guide
us through the mysteries (or vagaries) of the
Magistrate system. I am sure that I speak for
many other Magistrates when I again say "many
thanks" for all you do.



Always here for you

Help Desk analysts represent NCAOC's front line for troubleshooting and support to all Judicial Department employees, law enforcement and other executive branch agencies. Each year, these analysts process more than 85,000 calls, including support-related calls from Judicial Department employees, as well as law enforcement and public safety users across the state.

In addition to password resets, routine calls concern desktop software, such as Word and Excel, and hardware, security, and networking issues. The Help Desk on average solves more than 75% of all calls received, with the remainder being routed to the appropriate staff or vendor.

As the single point-of-contact for all court-related information technology matters, the Help Desk is always open, with staff available seven days a week, 24 hours a day, including all holidays and adverse weather events.

The Help Desk's workload continues to grow as the NCAOC continues to roll out more web-based applications. In order to provide the best service possible, Help Desk analysts receive training on every new and enhanced system plus other new hardware changes as they occur. The motto of the Help Desk is "Always here for you." The NCAOC Help Desk can be reached at (919) 890-2407. Requests are now being accepted via a form on the intranet.



Process for calls to Help Desk



Security Administration

Security Administration is the central point for establishing access to all NCAOC information systems. As such, each user's credentials must be authenticated and verified. An original, signed security approval form must be completed and mailed to the NCAOC Security Administration team to document official approval for a user's new or changed access to one or more of NCAOC's systems.

Access is governed by NCAOC's "Policy for Access to AOC Information Systems." All security approvals are subject to routine audits to ensure that proper access is granted to individuals approved by the hiring authority. Security audits are conducted semi-annually.

The Process: Behind the Scenes

1. Help Desk receives call.
2. An automated answering system answers the call.
3. A message announces any major system outages or service disruptions.
4. The call is placed in the queue for service.
—All calls are answered in the order received.
—The caller should have his or her user ID and equipment FAS number available when calling.
5. A Help Desk analyst will troubleshoot the issue and use all resources to solve the problem. The Help Desk analyst creates a call ticket, which is assigned a unique ID for tracking and quality purposes.
6. If the issue cannot be resolved by a Help Desk analyst, then the call ticket will be referred to the appropriate staff or vendor.

In either case, the Help Desk works to find the best and quickest solution for each caller.

The Help Desk monitors calls referred to staff or vendors to ensure that all issues are resolved.

The Help Desk randomly conducts followup calls for quality purposes.



North Carolina Statewide Warrant Repository (NCAWARE)

IMPORTANT STATISTICS

as of June 30, 2011

8,760,588 processes currently in NCAWARE

98 counties currently using the system

34,610 court and law enforcement users

PARTNERS

Local law enforcement agencies

NCAWARE Advisory Committee

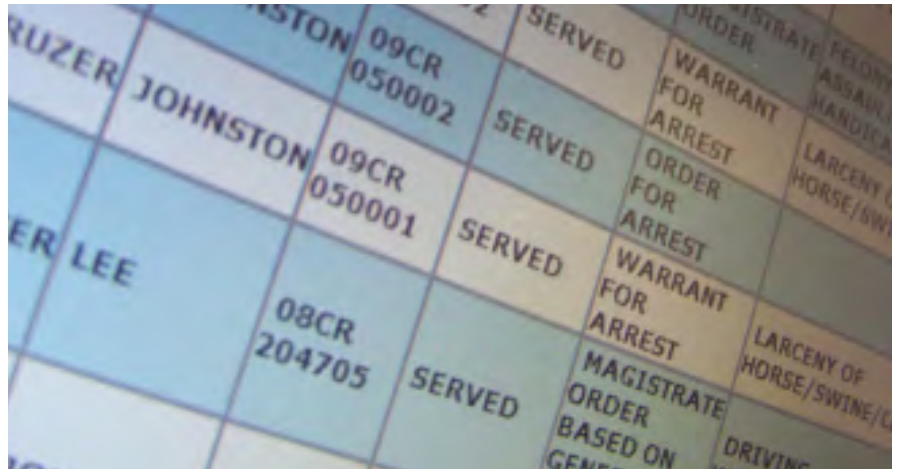
N.C. Department of Correction

N.C. Division of Motor Vehicles

N.C. Governor's Crime Commission

N.C. State Bureau of Investigation

N.C. State Highway Patrol



WHAT USERS ARE SAYING

Wake County District Court Judge

Robert Rader

NCAWARE is bad news for criminals and great news for the public and the courts.

Wake County Clerk of Superior Court

Lorin Freeman (WRAL-TV)

We are very pleased with the way [the implementation of NCAWARE] is transitioning. It helps us as clerks more efficiently serve the law enforcement community so they can help keep the public safe.

Beaufort County Chief Sheriff's Deputy

Harry Meredith (Daily News)

This is one of the biggest changes we have had in law enforcement in decades.

Durham County Magistrate and Current President of the N.C. Magistrates Association

D. Eric VanVleet

We finally have a system that will ensure fairness for all. We can truly tell who needs to be served and who does not. This will protect the lives of officers in the field and citizen in their homes.

NCAWARE, a major CJIN initiative, maintains detailed information about criminal processes, such as warrants, magistrate orders, criminal summons, orders for arrest, release orders and appearance bonds. It also provides information and details for all people and businesses involved in such processes.

The statewide system is a custom-developed, web-based system that was designed, written, tested and implemented by the N.C. Judicial Department's Administrative Office of the Courts (NCAOC). NCAOC also trains law enforcement and probation officers and court officials statewide to use the program.

All magistrates also have access to the unserved warrants in both the NCAWARE system and ACIS through the Statewide Warrant Search, which combines information from both systems. Prior to implementation in each county, the NCAOC, worked with local criminal justice and public safety entities, to certify the validity of all outstanding processes for the year 2000 and forward prior to their conversion to NCAWARE. Additionally, NCAOC staff continue to work with counties to convert paper based orders for arrest to NCAWARE so that older processes are also available electronically.

NCAWARE was implemented in 98 counties by October 2010, resulting in the official retirement of the 1990's Magistrate System. As of October 31, 2010, 31,239 judicial and law enforcement users are accessing the system. We are currently working with Mecklenburg and Buncombe counties to integrate NCAWARE with their local criminal justice systems.

IMPLEMENTATION TIMELINE

June 17, 2008
Pilot Phase I:
Implemented in
Johnston County

November 6, 2008
Implemented the
Statewide Warrant
Search in all 100
counties

January 29, 2009
Pilot Phase II: Implemented with
additional functionality for Order
For Arrest and Process Tracking in
Lee and Harnett counties

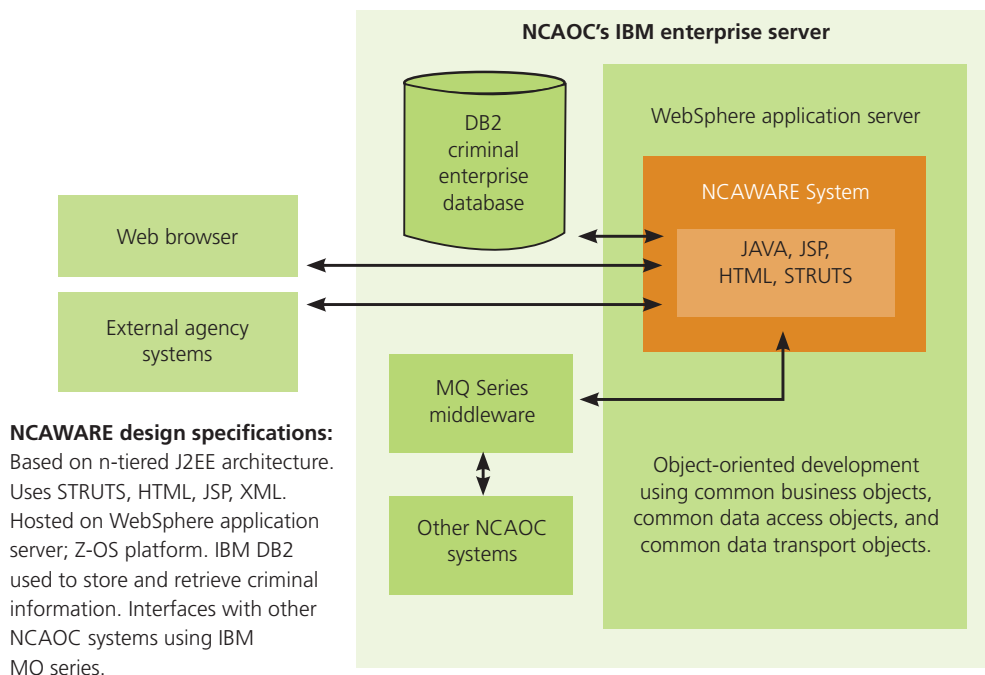
April 1, 2009
Started statewide rollout with
system implementation in
Nash, Wilson and Edgecombe
counties

January 2010
Implemented in 36 counties
including Wake, Durham
and Cumberland counties

April 2010
Implemented in
56 counties

October 27, 2010
Retired magistrate
system (98 counties)

NCAWARE: The architecture behind the application



Major enhancements underway

The NCAOC is currently working with both Mecklenburg and Buncombe Counties to implement NCAWARE, along with a real-time interface to their local county criminal justice systems. This interface, once developed, will be the foundation for a real-time interface that will be available to any county or law enforcement agency to use to immediately populate their local systems with real-time data on any criminal process in NCAWARE.

Future Initiatives

NCAWARE will also begin work, this year, on an interface with eCITATION® for arrestable offenses. This interface will allow officers to enter information for arrestable offenses into eCITATION® and that data will automatically be transmitted to NCAWARE real-time saving duplicate data entry by the magistrate and assuring data accuracy.

SYSTEM BENEFITS AND FEATURES

BENEFITS

- Real-time statewide access by all law enforcement and court officials from any location with web access
- Reduces risk to personal safety of public, law enforcement and court officials
- Automatic searches for outstanding processes on any defendant, complainant or witness entered on a process
- Law enforcement officers will be able to print and serve processes on demand, even if the processes are owned by other agencies
- Minimizes redundant data entry, errors and time delays
- Law enforcement officers will be able to pre-enter warrants before taking the defendant before the magistrate
- Track process from initiation through final disposition

FEATURE HIGHLIGHTS

- Stop in the middle of creating a process and return at a later time without losing any data entered
- Retrieve person information from N.C. Division of Motor Vehicles
- Immediately serve electronic processes owned by other agencies
- Assign electronic processes to other agencies for service
- Track processes from creation through service
- Automatically associate persons and businesses
- With one search, search for outstanding processes statewide, and identify processes in NCAWARE, Automated Criminal / Infraction (ACIS) and Magistrate System
- Delete process issued in error



IMPORTANT STATISTICS

As of June 30, 2011

350 citation payments made per day
\$62,043 collected per day
107,611 total citation payments
\$19,442,556 total collected

PARTNERS

The NCAOC contracts with a payment vendor, NIC, to process payments collected through payNCticket.org

WHAT USERS ARE SAYING

Richmond County Clerk of Court Kathy Gaaney

I feel that this will benefit the citizens of Richmond County, and the people who are passing through the county. With the bypass, we are getting a lot of out-of-state people who are speeding on their way to the beach or some other place in North Carolina, and rather than having to return to Richmond County, they can pay their ticket on the internet.

Scotland County Clerk of Court Phillip McRae

I think it will have the greatest benefit for people that are passing through the county. When people come from Charlotte or somewhere going to beach and they get a ticket, rather than having to come back and pay it here, they can take care of it over the Internet.

Moore County Clerk of Superior Court Susan A. Hicks

People have inquired about paying traffic citations with a credit card for a long time. We hope this new system will prove advantageous for the public and the clerk's office.



payNCticket is a web-based citation payment system that provides quicker, easier and more efficient customer transactions. For the first time, citizens can pay traffic tickets and related costs online. This new system, payNCticket, built by the N.C. Administrative Office of the Courts (NCAOC), allows citizens to make online payments via credit or debit card for most waivable traffic citations.

Overall, North Carolina courts handle the payment of more than half a million waivable offense citations (including traffic) per year. In fiscal year 2008-2009, more than 644,000 of these waivable offense citations were paid in the state. Prior to payNCticket, citizens had to pay fines and related court costs at the courthouse or by mail.

"PayNCticket.org is a major step toward increasing the state's court system's online service capacities and meeting the technological needs of citizens," says Judge John W. Smith, NCAOC director.

Payments made using this new online system will be processed by NIC, a company that provides eGovernment services that lead to increased efficiencies and reduced costs for governments and their constituents.

payNCticket is a subset of NCAOC's eCourts strategy, which envisions expanded web-based services. NCAOC's eFiling system, which debuted in May 2009, was the first system to accept online payments of court fees.

IMPLEMENTATION TIMELINE

October 2009

Development began

January 2010

Programming completed and testing began

March 11, 2010

Piloted in Wilson County

March 25, 2010

Piloted in Cumberland County

May 6, 2010

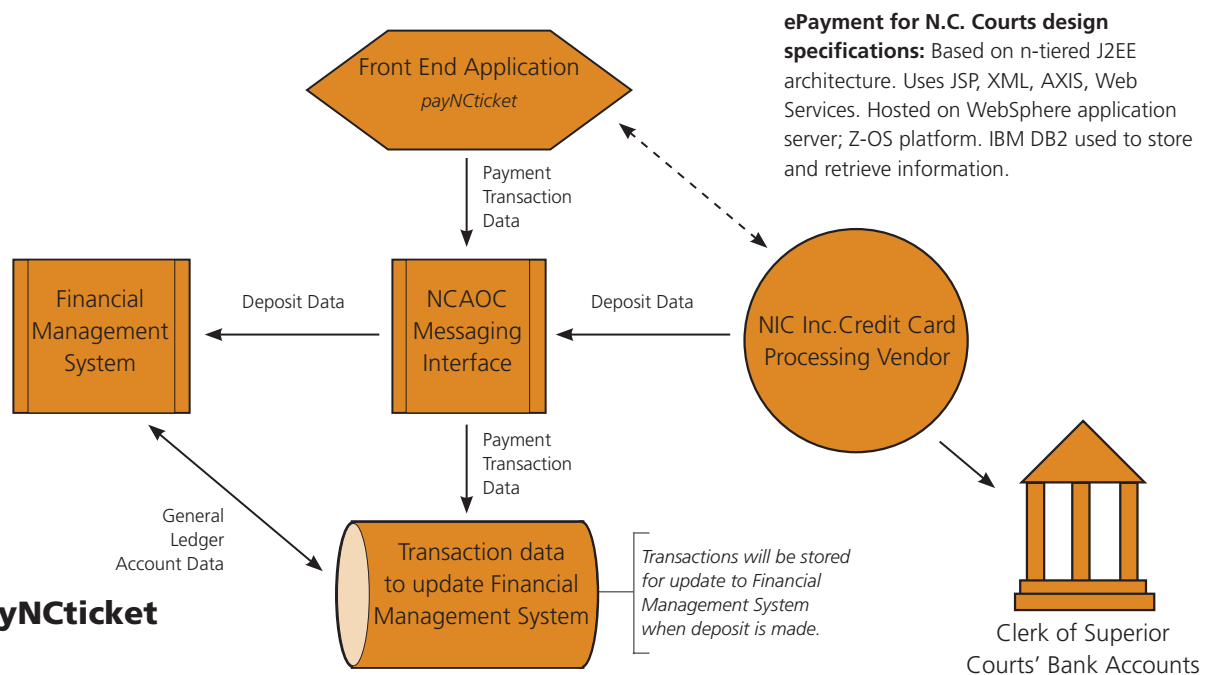
Began statewide rollout

June 24, 2010

Completed statewide rollout

ePayment: The architecture behind the application

N.C. Courts



Facts about payNCTicket

About

- Online citation payment system.
- Allows citizens to make online payments via credit or debit card for most waivable traffic citations.
- Partnership between the N.C. Administrative Office of the Courts (NCAOC) and the payment vendor, NIC, a company providing eGovernment services that lead to increased efficiencies and reduced costs for governments and their constituents; NIC is responsible for processing the payments collected through payNCTicket.org.
- Automatically transfers transaction data to the NCAOC's Financial Management System (FMS).
- Also developed to automatically record case dispositions in the Automated Criminal / Infractions System (ACIS).

Benefits

- Offers an easy and convenient online payment option for traffic citations with waivable offenses.
- Allows citizens to make payments using credit and debit cards, an option not available at courthouses or via mail.
- Allows quicker disposition of cases due to automatic updates of case records.
- Reduces the number of payment transactions administered by courthouse cashiers and clerks, thereby reducing their workload.

- Increases efficiencies among courthouse processes.
- Allows for shorter lines and decreased wait times for citizens who still wish to pay citation fees in person.
- Results in greater customer satisfaction among all stakeholders.

History and Funding

- North Carolina courts handle more than half a million citations with waivable offenses (including traffic) per year.
- Statewide for fiscal year 2008-2009, more than 644,000 waivable offense citations were paid.
- Prior to payNCTicket.org, citizens had to make payments at local courthouses or pay by mail – cash, certified check or money order were the only accepted payment methods.
- The N.C. General Assembly passed Senate Bill 622, which authorized the NCAOC to study the feasibility of implementing electronic and online payment options. The NCAOC's analysis involved evaluating different electronic payment methods, reviewing electronic payment solutions at other agencies, and documenting current citation payment issues.
- Upon results of the NCAOC's analysis, the N.C. General Assembly enacted the Omnibus Courts Act, House Bill 1848, which authorized the courts to collect electronic payments and to contract with a vendor to manage the payment process.



IMPORTANT STATISTICS

as of June 30, 2011

30,530 total number of DAS case folders

101,412 total number of DAS documents

10,438,291 estimated number of DAS pages

USERS

1,170 DAS users

PARTNERS

Discovery Automation Advisory Committee
N.C. Conference of District Attorneys

WHAT USERS ARE SAYING

Administrative Assistant

Heather Nicol

LOVE THE NEW SYSTEMS!!!!!!!

They completely ROCK!

ABOUT DEFENSE ATTORNEY ELECTRONIC DISCOVERY ACCESS

Legal Assistant, Etheridge & Hamlett, LLP
Becky Price

I believe this is a very efficient way to receive discovery – for all attorneys. I thought the CD worked very good, but this is great. I think it is an awesome program and it makes getting discovery a breeze.

Discovery Automation System (DAS)



DAS provides an automated system to help district attorneys comply with G.S. 15A-903, which requires prosecutors to make available to the defense attorney all discoverable documents related to the investigation or prosecution of the crimes committed by the defendant. DAS provides electronic access to open discovery of all evidence in felony cases and tracks its disclosure to the defense.

DAS provides a comprehensive set of document intake features, including both the ability to accept electronic documents and the ability to scan paper documents into the system. Multiple documents can be accepted at the same time, each document can be categorized by document type, and detailed case information can be associated with each document. The system provides features such as redaction and unique page numbering (Bates Numbering) to prepare documents for release. The system makes discovery available via a feature to burn CDs and also via an online electronic download.

DAS provides an online Criminal Discovery component that allows district attorneys to post discovery to a secure website so that defense attorneys assigned to a case may safely, securely, and conveniently download discovery.

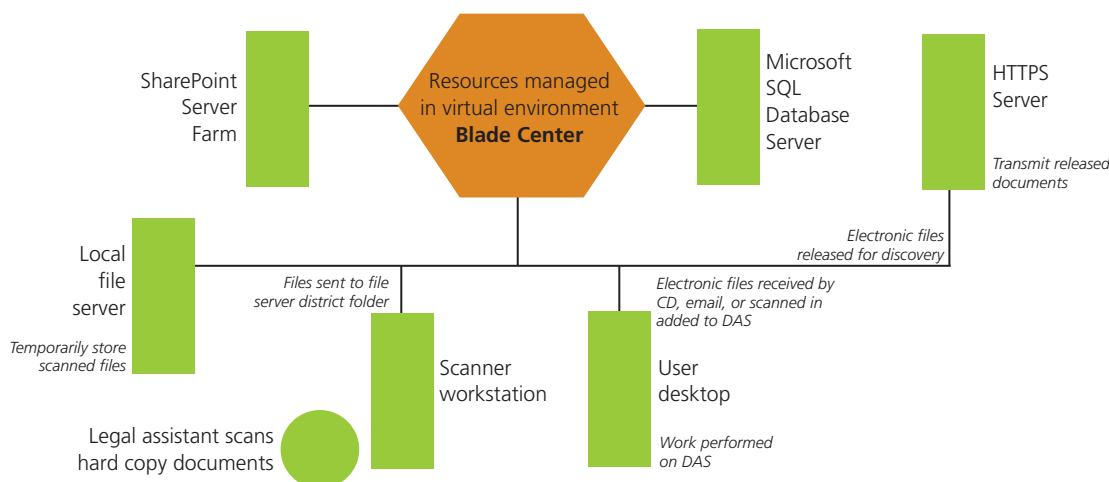
DAS includes a Criminal Discovery Upload component that allows law enforcement agencies to securely upload electronic documents to DAS.

The DAS advisory group, in conjunction with the N.C. Conference of District Attorneys, establishes priorities for enhancements to the system. Future enhancements will further streamline discovery activities, continuing to minimize the physical handling and maintenance of paper documents.

IMPLEMENTATION TIMELINE (Implementation schedule set by the N.C. Conference of District Attorneys)

December 2008 DAS 1.0 released, Pilot in Wake County	August 2009 DAS 2.2 released installed in Buncombe County for Pilot	October 2009 DAS 2.3 released installed in Durham County for Pilot	February 2010 pilot Defense Attorney Download	March 2010 DAS 3.0 released; begin statewide roll out	October 2010 DAS 4.0 released	November 2010 Defense Attorney Download available on request	March 2011 DAS 4.2 released, pilot Law Enforcement Upload	June 2011 Statewide rollout complete
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DAS: The technology behind the application



Based on Microsoft technology and .NET architecture. Uses blade servers hosted in virtual environment; Windows 2008 servers. Microsoft SharePoint and SQL Server used to store and retrieve discovery information. Will directly integrate with other internal NCAOC systems and IBM DB2 enterprise database to access criminal information. Will use secured web application to interface with external agency systems and attorney firms in the future.

BENEFITS

- Prove what and when discovery was delivered
- Assure that discovery is seen only by those allowed to see it
- Store all discovery electronically eliminating rooms full of paper files
- Replace burdensome paperbound tasks with fast, easy to use electronic processes
- Quit searching for paper files; instead, instantly view files online
- Save dollars on staff time, copier ink, paper, file storage
- Produce reports and logs of discovery whenever called for

FEATURE HIGHLIGHTS

General

- Easy to use system requiring minimal user training
- Highly flexible and customizable user views
- Powerful search capability quickly provides information on demand
- Instantly provide documents to multiple users via central repository
- Advanced reporting capabilities and audit logs
- Secured access from within NCAOC intranet
- Access restriction allowed at the case folder or document level

Intake

- Scan and create text-searchable PDFs
- Receive documents via CD, email, or electronic upload
- Upload and check-in multiple documents at the same time

- Assign document categories

- Attach case details

Prepare

- Perform redaction electronically
- Assign unique identifying numbers (Bates Number) to case documents electronically

Deliver

- Burn CD of documents ready for discovery
- Electronic download of discovery over a secured site

View

- Organize and search cases by county in multi-county districts
- Multiple views of cases by:
 - Document Category
 - Originating Case Agency (OCA) number
 - Local ID number
 - Lead Case
- Search by keyword at any level in the user's district

COMING SOON

- Handle audio and video files
- Scan documents directly in to DAS
- Increased integration with the Criminal Court Information System – District Attorney (CCIS-DA)
- Provide electronic workflow for the discovery process
- Integration with other agencies