NORTH CAROLINA ADMINISTRATIVE OFFICE *of the* COURTS

TECHNOLOGY SERVICES

STATEWIDE DATA
As of June 30, 2014

Criminal
1.12 million daily transactions
40.9 million criminal cases
4.7 million infraction cases

Civil
318,795 daily transactions
18.8 million civil cases

eCITATION®
3,607 ecitations created each day
18,782 law enforcement officer users
420 law enforcement agency users

Email
46,905,783 inbound SPAM messages blocked
14,893,093 emails securely delivered

NCAWARE
10,356,719 processes (both served and unserved)
41,960 court and law enforcement users
814,945 processes available to be served
2,083 processes served each day

payNCticket®
490,204 citations disposed
More than $107.6 million collected
Note: Monies collected are disbursed to state and local government agencies as directed by the North Carolina General Assembly.

Credit Card Payments in Courthouses
38,000 payments processed
More than $6.3 million collected

Help Desk
56,844 call tickets processed
6,352 password resets via self-service

Internet
175,142 hits a day on web calendars

Security
96,469 system / application security requests

WHAT USERS ARE SAYING

Magistrate, Guilford County
Mike Kimel
"…The most powerful impact of NCAWARE is that it now ties the entire state under one uniform system. That means a magistrate now has at his fingertips the ability to search statewide, and a defendant can now surrender at any county courthouse with a magistrate. This process of checking statewide for outstanding processes is made more thorough by the fact that law enforcement and jails also have access to NCAWARE to conduct their own statewide checks."

Victim / Witness Legal Assistant
Guilford County DA's Office
Mariann Welliver
"CCIS–DA is always one step ahead. Often times when I think that there must be an easier way to get a task done, I am pleasantly surprised to learn that CCIS–DA has already figured it out!"
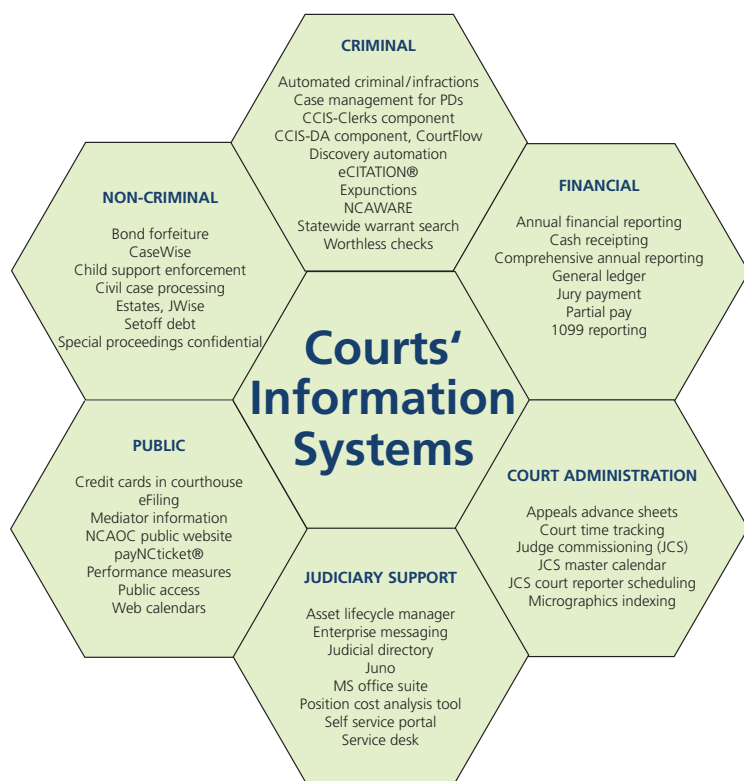
The North Carolina Administrative Office of the Courts' Technology Services Division (TSD) provides information technology services and solutions to support the day-to-day work of the North Carolina Judicial Branch. Using modern software development techniques and technologies, TSD develops and maintains a myriad of computer systems to support the various groups of court officials and staff within the Judicial Branch (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 the only state court system that supports the state's 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 Branch, 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 over 32,000 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.

Our Collaborative Approach
Technology Services staff work with the Judicial Branch's 1200+ elected and appointed officials and other court personnel to determine the diverse business needs for technology. Advisory committees with representatives from business units are assembled to advise TSD teams as technology projects are undertaken. To further Judicial Branch involvement in strategic information technology initiatives, an IT governance process has been designed that relies heavily upon user input. NCAOC will begin implementing this governance process in the fall of 2014.

Courts' Information Systems

CRIMINAL

Automated criminal/infractions
Case management for PDs
CCIS-Clerks component
CCIS-DA component, CourtFlow
Discovery automation
eCITATION®
Expunctions
NCAWARE
Statewide warrant search
Worthless checks

NON-CRIMINAL

Bond forfeiture
CaseWise
Child support enforcement
Civil case processing
Estates, JWise
Setoff debt
Special proceedings confidential

FINANCIAL

Annual financial reporting
Cash receipting
Comprehensive annual reporting
General ledger
Jury payment
Partial pay
1099 reporting

PUBLIC

Credit cards in courthouse
eFiling
Mediator information
NCAOC public website
payNCticket®
Performance measures
Public access
Web calendars

COURT ADMINISTRATION

Appeals advance sheets
Court time tracking
Judge commissioning (JCS)
JCS master calendar
JCS court reporter scheduling
Micrographics indexing

JUDICIARY SUPPORT

Asset lifecycle manager
Enterprise messaging
Judicial directory
Juno
MS office suite
Position cost analysis tool
Self service portal
Service desk

SERVICES FOR THE GENERAL PUBLIC

ePAY FOR WAIVABLE TRAFFIC TICKETS

Drivers who receive traffic citations in North Carolina are saving time by paying citation fines and related costs online rather than going to the courthouse to pay. The payNCticket system accepts payments for traffic and other offenses that will not be contested in a court of law. Payment methods accepted are credit or debit cards.
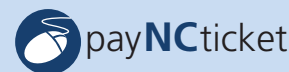
COURT RECORDS ACCESSIBLE AT PUBLIC TERMINALS

Citizens can access criminal or civil court records provided at each clerk of court office. This service is provided at no cost.

SHARING COURT INFORMATION

NCAOC maintains a myriad of interfaces between its court computer systems and many other state, local, and federal agencies, such as the computer systems of North Carolina's Division of Motor Vehicles, Department of Public Safety, State Bureau of Investigation, Department of Health and Human Services, and Department of Revenue.

ABOUT TECHNOLOGY SERVICES

SERVICE	BRIEF DESCRIPTION
Applications Development and Support	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 varying and unique needs of the North Carolina court system and its diverse stakeholders.
Service Desk	This 24x7x365 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.
Infrastructure and Operations Support	This 24x7x365 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 reponsible 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 Branch for its technology and office automation needs.
Business Relationship Management (BRM)	Serving as a focal point for user interaction with Technology Services, Business Relationship Management ensures that IT initiatives are aligned with business needs. BRM acts as a liaison between Technology Services and internal and external agency stakeholders by understanding and communicating concerns related to IT alignment. BRM also compiles, maintains, and communicates IT services to judicial groups.

NCAOC's Help Desk is available 24x7x365 at 919 890-2407