

# eCourts

EXPANDING ACCESS TO JUSTICE

**ENTERPRISE JUSTICE (ODYSSEY) UPDATE**  
JOINT LEGISLATIVE OVERSIGHT COMMITTEE  
ON JUSTICE & PUBLIC SAFETY

ADMINISTRATIVE OFFICE OF THE COURTS  
APRIL 2024



# WHY eCOURTS AND ONLINE ACCESS TO JUSTICE?

*N.C. CONSTITUTION, ARTICLE 1, SECTION 18: "THE COURTS SHALL BE OPEN"*



- Replaces isolated paper files with online access to justice.
- Saves countless trips to the courthouse.
- Empowers the public with electronic search and filing.
- Guides users through filing common legal actions.
- Supports remote proceedings, access to court records, case events and court dates.
- Provides cloud-hosted infrastructure and storage.
- Integrates system applications and processes statewide.
- Ensures business continuity during emergencies.



## 24/7 ELECTRONIC ACCESS BENEFITS ALL NORTH CAROLINIANS

- Provides 24/7 statewide access to the court system for all North Carolinians
- Small business owners (after-hours access)
- Law enforcement officers (remote appearances)
- Rural North Carolinians (reduced travel to courthouses) and Urban North Carolinians (avoided traffic and parking fees)
- Victims of domestic violence (reduces the emotional trauma of in-person appearance)
- Sheriffs and corrections officers (inmates appearing virtually reduces security risks and transportation costs)
- Families (remote appearances for children and guardians ad litem in custody disputes)
- Doctors and expert witnesses (remote appearances means less time waiting in court and cost reduction)

**NCCOURTS.GOV/SERVICES**

STAY CONNECTED

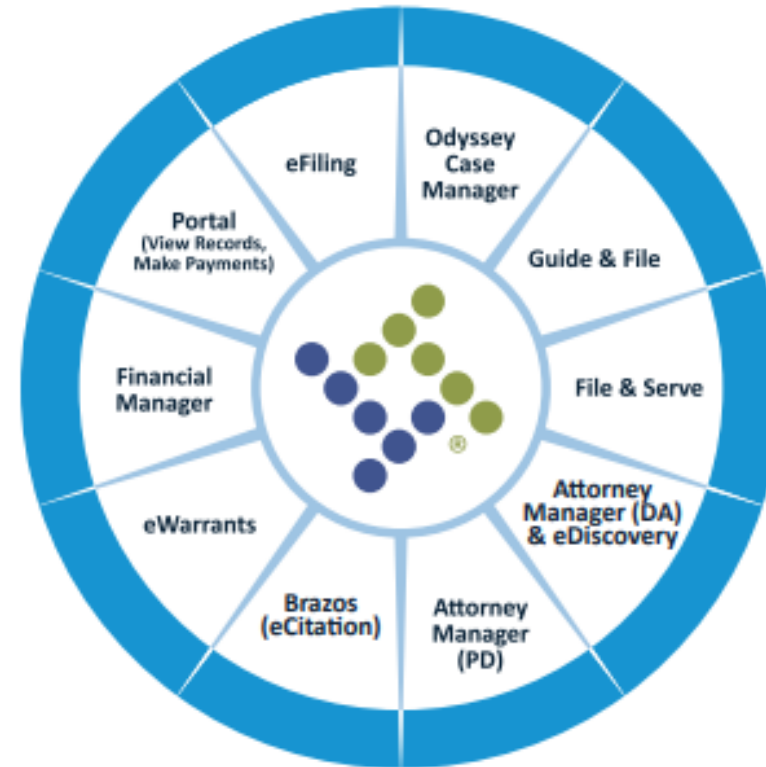


MARCH 2024



# 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.

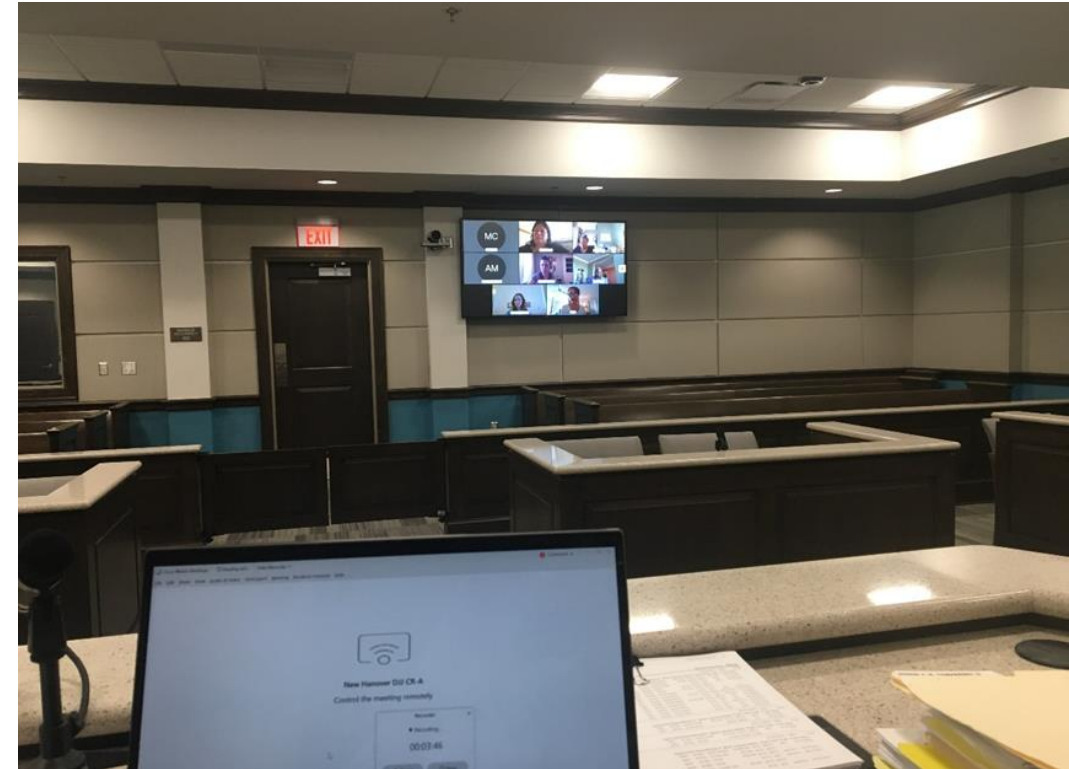




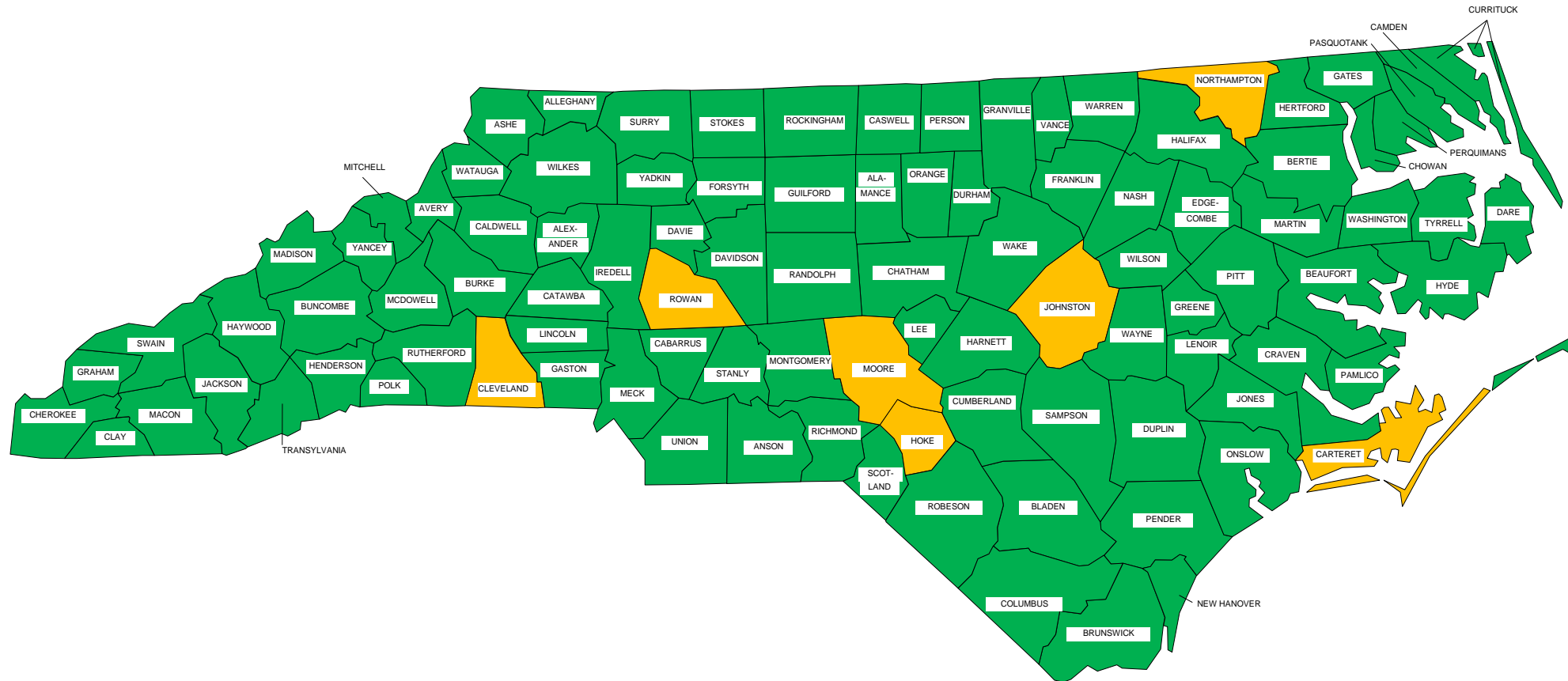
# COURTROOM AUDIO VIDEO EXPERIENCE (CRAVE)

## Digital Records and Remote Proceedings

- Funded by NCGA in 2021 budget
- Video Conferencing platform designed for access by most major vendor video end-points.
- Courtroom video infrastructure integrates with cloud hosted video platform to provide a virtual courtroom
  - Multiple HD-Audio sensing courtroom cameras and displays
  - Provides an immersive courtroom experience
  - Ability to Pre-Schedule Court Sessions with Local Jails prior to Court (Inmate confirm appear)
  - Remote Proceedings (CRAVE) + Digital Records Access (eCourts) = Combined Convenience



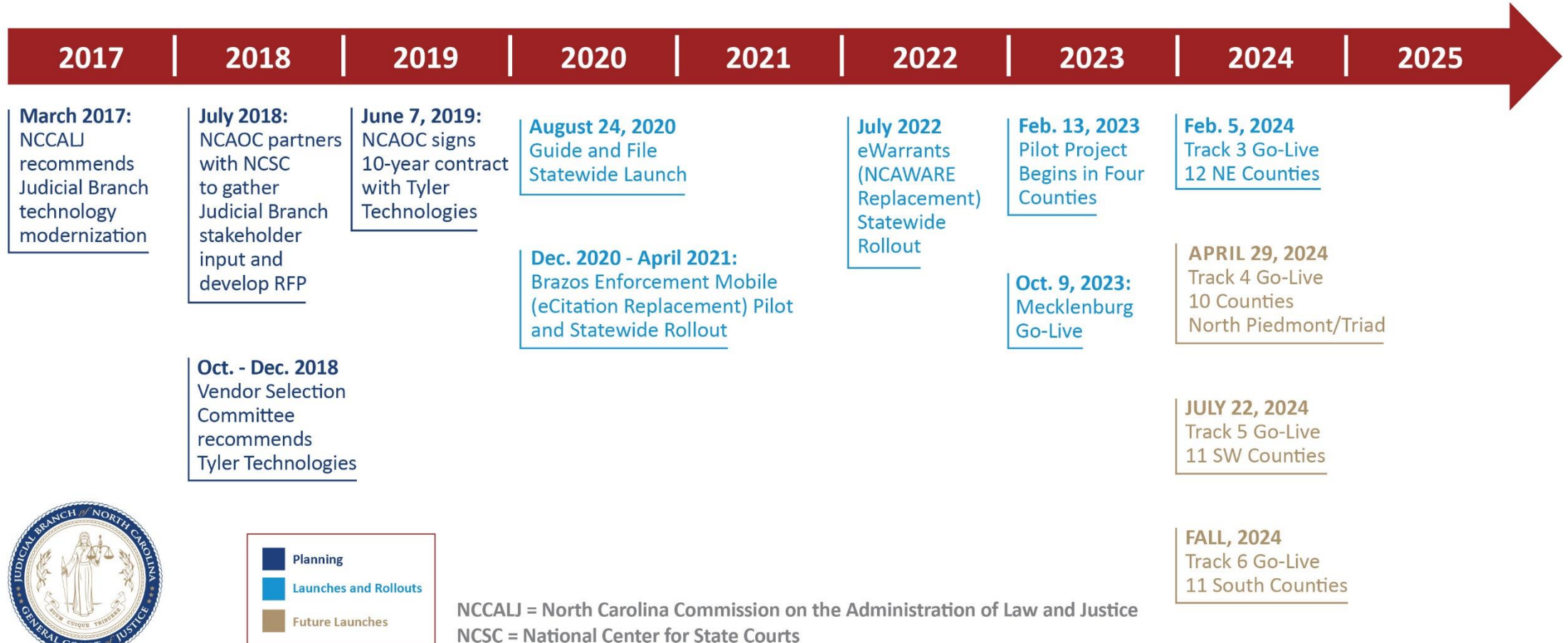
# CRAVE Courtroom Audio Visual Experience Implementation Status



Surveyed – Pending County Review / Installation  
CRAVE in Production



# ECOURTS TIMELINE



# GUIDE AND FILE

- Free online document preparation tool available 24/7
- 51,000+ interviews completed, 90% satisfaction in surveys
- Assists self-represented litigants and attorneys
- Provides Help Center support for users by chat/phone/email
- Assistance supported for the most common legal actions:
  - Domestic violence protective orders
  - Small claims, money owed, repossession of property
  - Petition to proceed as indigent
  - Probate
  - Requests for relief from fines and fees
  - Visit [nccourts.org/ecourts](https://nccourts.org/ecourts) for comprehensive list



ACCESS TO JUSTICE

eCourts Guide&File

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

1

Answer online questions to  
prepare the case filing

2

Automatically create legal  
documents for free

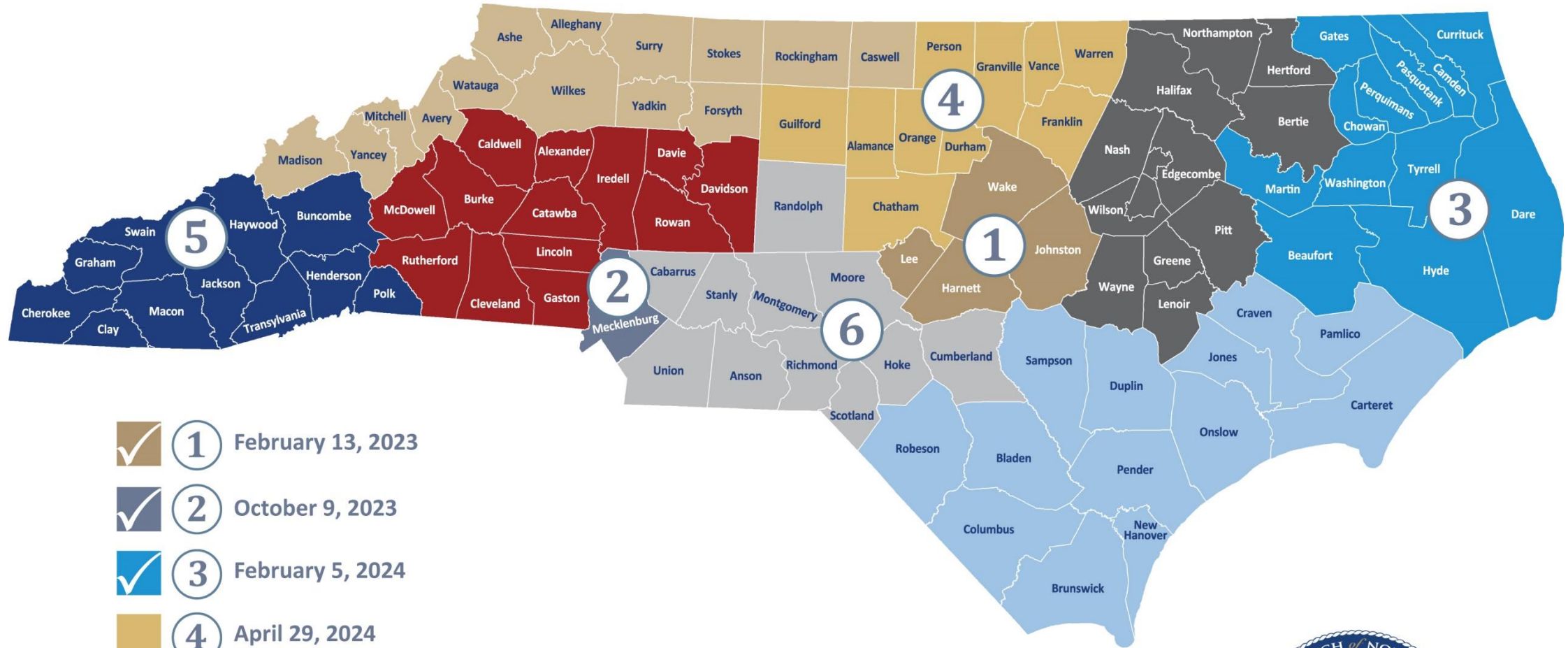
3

File documents with the clerk  
of court (eFiling available for  
select case types in eCourts  
counties only)





# ENTERPRISE JUSTICE (ODYSSEY) ROLLOUT PLAN



- ✓ 1 February 13, 2023
- ✓ 2 October 9, 2023
- ✓ 3 February 5, 2024
- 4 April 29, 2024
- 5 July 22, 2024
- 6 Fall 2024



# ENTERPRISE JUSTICE METRICS



Empowers the public with electronic search and filing.

Electronic Filings Accepted:  
**1 million+**



Replaces paper records with online access to justice.

Sheets of Paper Saved:  
**4 million+**



Delivers online access to case events and court dates.

Daily Portal Searches:  
**10,000+**

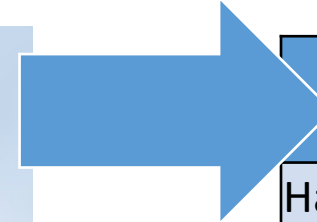


Integrates 40+ judicial and public safety applications into one system.

Criminal Processes Issued:  
**1 million+**



eCitations Issued:  
**2 million+**



County	Total eFilings
Harnett	64,678
Johnston	102,670
Lee	31,781
Mecklenburg	272,904
Wake	522,742
Track 3 Counties*	18,007
<b>Total</b>	<b>1,012,782</b>



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

**eCourts**  
Guide&File

Guided Filing Interviews Completed:  
**54,000+**



# PUBLIC TRAININGS AND RESOURCES

- Virtual & In-Person Training Sessions Before Go-Live
- eFiling and Portal Search Trainings
- eFiling Training Sessions by Practice Group
- Continuing Legal Education Credit (CLE) Approved
- FAQs, Screenshots, and Quick Reference Guides
- File & Serve Email and Helpline for General Public
- Courthouse Access Notices and Information
- eCourts Resource Hub: [www.nccourts.gov/ecourts](http://www.nccourts.gov/ecourts)
- Over 7,500 attorneys and other public users trained to date.



The graphic is a vertical banner for the eCourts Resource Hub. At the top is the North Carolina Judicial Branch seal. Below it are three sections, each with a QR code and a description of a service. The first section is for eCourts File & Serve, the second for eCourts Guide & File, and the third for eCourts Portal. Each section includes a QR code and a 'Scan to learn more' link. The right side of each section contains a red box with additional information. At the bottom is a small disclaimer.



**eCourts File & Serve**

Scan to learn more

**eFILING IS REQUIRED FOR ATTORNEYS**

The Supreme Court of North Carolina requires that all filings made in those counties with Odyssey by an attorney must be filed electronically via File & Serve or Guide & File. Paper filings will not be accepted.

Self-represented litigants are permitted to file electronically or in paper. Please see Rule 5 of the North Carolina General Rules of Practice for more information.

**eCourts Guide & File**

Scan to learn more

**PREPARE COURT DOCUMENTS ONLINE TO FILE CASES IN THREE STEPS**

- 1 Answer online questions to prepare the case filing
- 2 Automatically create legal documents for free
- 3 File documents with the clerk of court (eFiling available for select case types in eCourts counties only)

**eCourts Portal**

Scan to learn more

**ACCESS COURT RECORDS ON COURTHOUSE KIOSKS OR ONLINE**

- View court dates and hearings
- View case information, records, judgments and documents
- Pay fines and fees for criminal cases and infractions online

Judicial Branch employees are not permitted to provide legal advice or help fill out forms for the public. For legal advice or questions about legal rights and remedies, the public may consult an attorney licensed to practice law in North Carolina.

# RECENT INFRASTRUCTURE UPDATES

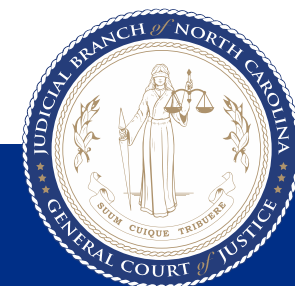
- In early March, vendor released major configuration code software which has contributed to improved processing timeframes and enhanced system stability.
- AOC required vendor to migrate AOC cloud hosting infrastructure to an Enhanced-High-Availability AWS architecture, design and implement segmented data base integration infrastructure of which has also improved processing timeframes and enhanced system stability.
- After review of past Infrastructure Capacity and Utilization metrics, AOC had the vendor add server and data base server infrastructure to meet current/forecasted AOC utilization requirements.
- Prior to each Track Go-Live, AOC and vendor review forecasted server/storage capacity requirements to scale cloud hosted environment to meet infrastructure need.





# CONFIGURATIONS VS. CUSTOMIZATIONS

- Configuration examples:
  - Inputting all 2,000+ criminal offense codes into Odyssey
  - Providing all disposition outcomes as options for end users to select
  - Case Types and related Rights & Roles (for example, Clerks as recordkeeper for all case types and as Judicial Official for Probate and Special Proceedings)
  - eFiling options
  - Rights & Roles for all end users



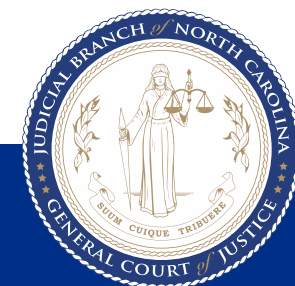
# CONFIGURATIONS VS. CUSTOMIZATIONS

- Customization examples:
  - External integrations (SHP, GDAC, DMV, DST, DOR, DPS/DAC, NICS, State Bar, etc.)
  - NC-specific citation, probation, and restitution templates
  - NC Judgment Search
  - Service of electronic service
  - Localized subpoena form options
  - Courtroom video monitor extract



# CONFIGURATIONS VS. CUSTOMIZATIONS

- Examples of pending customizations:
  - Debt-set off automation
  - Bond forfeiture automation
  - Auto-notification of case events
  - Judgment Search enhancements
  - Additional options for court start/end time
  - Auto-cancellation of future hearings in certain closed cases
  - Online payment of judgments
  - Business Court case management



# FUTURE PLANNING

- Focus on streamlining processes and automation
- Judicial stakeholder meetings
- Continued collaboration with NCBA's eCourts Working Group
- Post-implementation review and strategic planning





THANK YOU

