TECHNOLOGY SERVICES

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.

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 ecitations 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

NCWARE
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 – NCWARE
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.

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.

Using information technology to improve the delivery of services to the public and to provide greater and more convenient access to court personnel
### ABOUT TECHNOLOGY SERVICES

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>BRIEF DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Desk</td>
<td>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.</td>
</tr>
<tr>
<td>Applications Development</td>
<td>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.</td>
</tr>
<tr>
<td>Infrastructure and Operations Support (I&amp;O)</td>
<td>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.</td>
</tr>
<tr>
<td>Project and Quality Management Office (PQMO)</td>
<td>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.</td>
</tr>
<tr>
<td>Remote Public Access</td>
<td>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.</td>
</tr>
</tbody>
</table>

### 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.
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!!!

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 disposions and Events Tracking
**CCIS-CC: The architecture behind the application**

**NCAOC's IBM enterprise server**
- Criminal DB2 Data
- WebSphere application server
- CCIS-CC
  - JAVA, JSP, GWT, HTML, STRUTS
  - Object-oriented development using common business objects, common data access objects, and common data transport objects.
- Existing interfaces with ACIS
- Criminal IMS Data

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**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.

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**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

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**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

Benefits
- Highly portable 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

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

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

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

July 2011

Providing district attorneys with automated case management tools.
Technology Services
Infrastructure and Operations Support Services

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.

IMPORTANT STATISTICS
as of June 30, 2011

INFRAMSTRUCTURE 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.

Providing connectivity through reliable and secure phones, computers, and technology infrastructure.
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.

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.

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.

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.

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.

For phone and computer support, call the NCAOC Help Desk at 919 890-2407.
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 ecitation for the defendant. After issuance of the ecitation, 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 ecitations. It is capable of operating with or without communication coverage.

**IMPORTANT STATISTICS**

*as of June 30, 2011*

- 5,519,325 ecitations 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.

**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® received copyright status for its innovation.
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

NASCIO

Represents the CIO profession in government and promotes the role of the CIO.

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

**IMPORTANT STATISTICS**

<table>
<thead>
<tr>
<th>Pilot Start</th>
<th>County</th>
<th>Number of filings 6-30-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 8, 2009</td>
<td>Chowan</td>
<td>1</td>
</tr>
<tr>
<td>May 8, 2009</td>
<td>Davidson</td>
<td>35</td>
</tr>
<tr>
<td>July 20, 2009</td>
<td>Wake*</td>
<td>1034</td>
</tr>
</tbody>
</table>

*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.

**IMPLEMENTATION TIMELINE**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 4, 2009</td>
<td>Payment vendor contract signed</td>
</tr>
<tr>
<td>March 9, 2009</td>
<td>Pilot contract signed</td>
</tr>
<tr>
<td>May 8, 2009</td>
<td>Implemented in Chowan and Davidson counties</td>
</tr>
<tr>
<td>July 20, 2009</td>
<td>Implemented in Wake County</td>
</tr>
</tbody>
</table>
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.
- 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.
- 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 efilng.
- View efiled documents and notifications.
- View case history of efiled events.
- View filing charges by month.
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.
The NCAOC Help Desk is the Judicial Department’s single point of contact for solutions to information technology needs, as well as courthouse closings and damages during inclement weather.

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
Lorrin 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
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)

Follow our progress on www.nccourts.org/ncaware
The statewide NCAWARE 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.

**NCAWARE: The architecture behind the application**

**NCAWARE 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. Interfaces with other NCAOC systems using IBM MQ series.

**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
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.
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.
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.

**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!

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.

**ABOUT DEFENSE ATTORNEY ELECTRONIC DISCOVERY ACCESS**

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.

**IMPLEMENTATION TIMELINE**

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Event/Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2008</td>
<td>DAS 1.0 released, Pilot in Wake County</td>
</tr>
<tr>
<td>August 2009</td>
<td>DAS 2.2 released, installed in Buncombe County for Pilot</td>
</tr>
<tr>
<td>October 2009</td>
<td>DAS 2.3 released, installed in Durham County for Pilot</td>
</tr>
<tr>
<td>February 2010</td>
<td>pilot Defense Attorney Download</td>
</tr>
<tr>
<td>March 2010</td>
<td>DAS 3.0 released; begin statewide roll out</td>
</tr>
<tr>
<td>October 2010</td>
<td>DAS 4.0 released</td>
</tr>
<tr>
<td>November 2010</td>
<td>Defense Attorney Download available on request</td>
</tr>
<tr>
<td>March 2011</td>
<td>DAS 4.2 released, pilot Law Enforcement Upload</td>
</tr>
<tr>
<td>June 2011</td>
<td>Statewide rollout complete</td>
</tr>
</tbody>
</table>
Providing attorneys with full and open disclosure of all case discovery through automation.

**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

**Prepare**
- Assign document categories
- Attach case details

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

**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

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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.