

I Will Miss My 31 Million Friends: An eCourts Update

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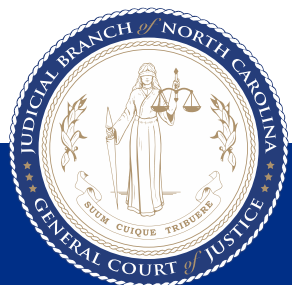
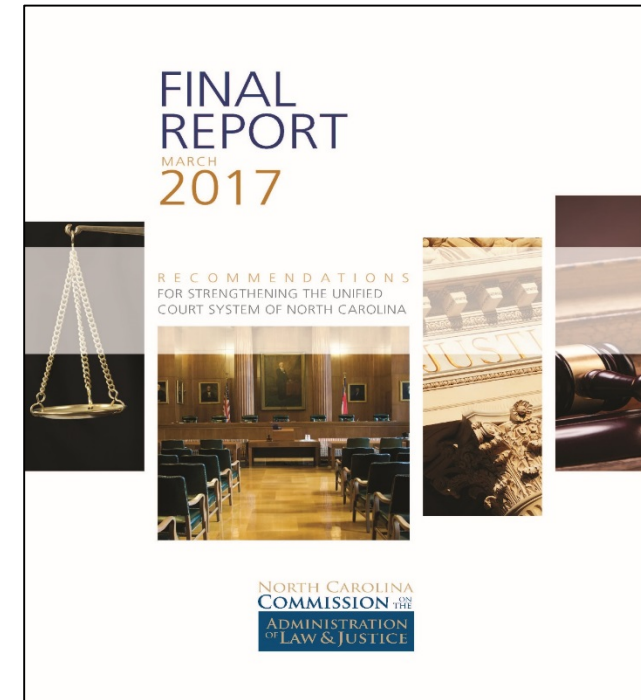


A Progress Report from the
Judicial Branch on the
North Carolina Commission on the
Administration of Law and Justice



What Prompted the Move to an Integrated Case Management System?

- Final Report of the North Carolina Commission on the Administration of Law and Justice recognized the need to replace our systems to improve the services we provide and the data available about the courts
 - 65 voting member Commission
 - 18 months of inquiry
 - Brought in subject matter experts at the national, state, and local level to discuss best practices
- Age of existing computer systems limits their functionality; systems require multiple data entry
- **Heavy reliance on paper**



Establishing a Baseline Measure of the Amount of Paper in Court Files

- Baseline needed of the amount of paper in current files as part of discussion of “paper-on-demand” court system
- Estimated amount of paper in case files by reviewing samples of case files in:
 - Buncombe, Guilford, and New Hanover from the 14 counties that comprise 50% of state population
 - Halifax, Wayne, and Yancey from the 86 counties that comprise remaining 50% of state population



How Often a Piece of Paper is Added to a Case File in a Clerk's Office

- Assuming an 8.5 hour business day:
 - A. One every three seconds**
 - B. One every two seconds**
 - C. One every second**

- Answer: 4 Every Second



Average Pages in Case File Calculated from Sample of Cases for Major Case File Types

Case Type	Pages	Images
Civil Superior	71.6	76.4
Criminal Superior	24.1	34.4
Estates	30.6	32.2
Special Proceedings	45.3	46.9
Civil District	23.4	26.9
Small Claims	6.5	8.8
District Criminal Motor Vehicle	4.7	6.8
District Criminal Impaired Driving	19.7	27.6
District Criminal Non-Motor Vehicle	8.6	13.1
District Infractions	2.8	3.0
Juvenile Abuse/Neglect/Dependency	113.0	127.3
Juvenile Delinquency/Undisciplined	40.4	58.4
Juvenile Termination of Parental Rights/Emancipation	52.3	63.6





Just How Much Paper?

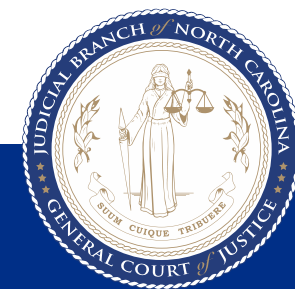
Estimated Total Pages in Case Files

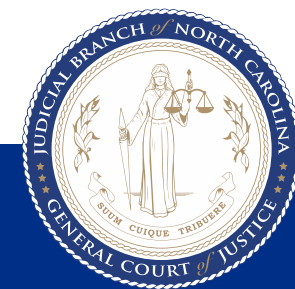
Fiscal Year	Pages	Images
2012-2013	31,369,840	39,543,033
2013-2014	30,967,254	38,970,052
2014-2015	30,644,270	38,433,889

Estimated Total Linear Feet per Year

Fiscal Year	Linear Feet	Linear Miles
2012-2013	22,960	4.3
2013-2014	22,733	4.3
2014-2015	22,482	4.3







Looking Back vs. Looking Forward

- Storage capacity – paper to electronic
- Case types that are primarily forms driven – candidates for case information in database
 - Small Claims
 - Infractions
- Case types whose files are not primarily forms – significant case information retained in paper or images
 - Civil Superior
 - Estates
- 30 years of estates files – estimated 52,323,354 pages
- Current records retention rule – retain paper file 60 years, then to State Archives



In the Meantime: Data Challenges

- Overcoming a culture of “paper is king”
- Completeness of data
- Required fields for data entry: required by policy or required by software application?
- Lack of written definitions for some data fields
- Drop down vs. free text fields
- Balancing increased expectations for accessible, consumable, and meaningful data from internal and external groups
 - Demand for accurate information about cases and programs

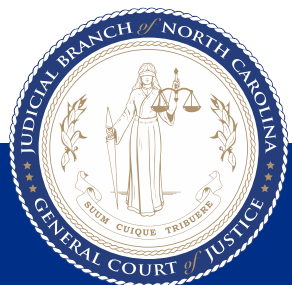


eCourts Update



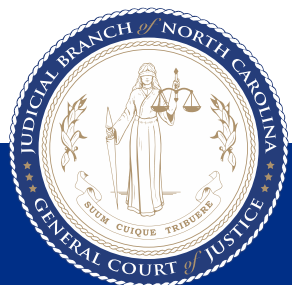
Soliciting a Vendor Solution

- National Center for State Courts (NCSC) project team engaged, met with stakeholders, developed business requirements, assisted in drafting a *Request for Proposals* (RFP)
 - Worked successfully with other jurisdictions to select and implement integrated case management systems (ICMS)
 - Brought a unique perspective and understanding of national best practices
- March – May 2018
 - Conducted 40+ meetings with internal and external stakeholders to gather business requirements for system to be incorporated into the RFP
 - 8 locations across the state



Gathering the Business Requirements

- Multiple regional sessions with:
 - Clerks of Superior Court
 - Judicial Staff/Court Managers
 - District Court Judges
 - Superior Court Judges
 - Magistrates
 - District Attorneys – Elected and staff
 - Indigent Defense Services
- Sessions also held with:
 - Dispute Resolution Commission
 - Sheriffs / Chiefs of Police
 - Department of Public Safety
 - Department of Motor Vehicles
 - Indigent Defense Services
 - Custody Mediation
 - Guardian ad Litem
 - Language Access Services
 - Private Attorneys
 - Select NCAOC Staff



Procurement Process Timeline

- August 2018 – RFP posted, vendor questions due to AOC
- September 2018 – AOC response to vendor questions posted
- October 2018 – Proposals due
- October – November 2018 – Vendor Selection Committee evaluations
- December 2018 – finalist vendor demonstrations and Committee recommendation(s) to NCAOC Director
- Upon successful completion of contract negotiations, vendor starts multi-year implementation in 2019



Preparing for Implementation



Data Integrity Initiative

- Prior to data migration into ICMS, all electronic case records should be accurate and up-to-date
- Requires widespread “cleanup” of pending case records to ensure that data entered into computer systems reflect the most current information available
- 2 parallel cleanup processes:
 - AOC automated batch entry for resetting of the reinstatement flag, and entry of dismissals for select criminal cases
 - Manual review and closure of old pending VCAP and criminal cases by superior court judges, district court judges, clerks of superior court, district attorneys, and judicial staff



Maintenance Only for Legacy Systems



- ICMS will replace existing legacy systems such as ACIS, VCAP, etc.
- All Judicial Branch resources are fully committed to eCourts initiatives
- Any/all requests for changes and enhancements to legacy computer systems are not being considered at this time
- Letters are sent to requesting agencies/entities explaining the importance of not receiving new projects while implementation is ongoing



The website receives 3M+ users a year with over 50% of traffic from a mobile device.

Old website

- 20 year old technology on unsupported server
- Lacked content management system
- Vulnerable server due to operating system
- Lacked functionality
- Not mobile-friendly
- Content structured for internal users
- Not adhering to ADA accessibility standards

New website

- Newest technology
- Drupal 8 CMS
- Cloud-based hosting (AWS)
- Integrated functionality with current systems
- Mobile first design
- User-focused content
- ADA / WCAG Accessibility standards
- Built and launched in 18 months

Enables public stakeholders to perform interactions and transactions with the Judicial Branch **anytime, anywhere, on any device.**



Technology Infrastructure

As of February 2019

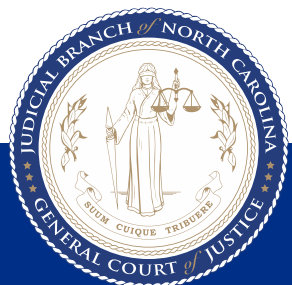
Updates

New Initiatives

- Courtroom Wireless Capability
 - Initial rollout complete
- Automated Court Event Notification
 - 2,679 subscriptions from 92 counties
 - 1,269 court notifications for updated court records sent
 - 4,257 reminders sent

Upgrades & Equipment

- Software Upgrades
 - 280 desktops/laptops to Office 365
 - 518 Exchange users migrated to cloud
 - 496 users to Windows 10
 - Digital recording upgrade in 48 courthouses (303 courtrooms)
- Equipment Purchase & Replacement
 - 4,449 VOIP phones replaced
 - 2,307 desktops/laptops replaced
- Security
 - >8,500 endpoints Advanced Malware Protection
 - Identity Access Management



Technology Infrastructure Network

Network Redesign

- NCAOC business requirements finalized with equipment vendor
- Initial design documents under review for systemwide upgrade



Technology Infrastructure Updates

Estimated Completion

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Courtroom Wireless	• Q1 2019
Digital Recording	• Q2 2019
VOIP Phone Replacement	• Q2 2019
Desktop Replacement	• Q2 2019
Identity Access Management	• Q3 2019
Office 365	• Q4 2019
Windows 10	• Q4 2019





Thank You

North Carolina Administrative Office of the Courts