



COURT SERVICES

HIGHLIGHTS

FISCAL YEAR 2017–18

Computer Applications Supported

Child support enforcement system (SES)
Civil, estates, and special proceedings index (VCAP)
Criminal and infractions case index (ACIS, CCIS-CC)
eCourts
ePay
Judgment abstracting
N.C. Warrant Repository System (NCAWARE)

Expunctions

Assist clerks and the public on tracking petitions and orders for all 100 counties

Technical Needs Support

Scanning Quality Control (QC), Scanning Procedural Assistance, and Microfilm Retrieval

Evidence handling

Disaster Preparedness and Recovery Assistance of damaged records

Interfacing with state and federal agencies:

- Division of Motor Vehicles (DMV)
- Division of Social Services (DSS)
- North Carolina State Archives
- State Bureau of Investigation (SBI)
- FBI NICS

Clerk of superior court procedural matters
Improved file security

Micrographics

Houses and provides microfilm retrieval for 84 of the 100 county clerks offices

Quality review of discs containing scanned images from clerks of superior court offices

Creates microfilm from clerk-scanned images (after review / approval) for long-term preservation

Approximately 30,000 microfilm retrieval requests are fulfilled per year

WHO WE ASSIST

Court Officials

Judges, clerks of court, magistrates, district attorneys, public defenders, guardians ad litem, and judicial support

Agencies

State Highway Patrol, sheriffs and other local law enforcement, North Carolina Departments of Public Safety, Insurance, Public Instruction, Health and Human Services, North Carolina Division of Motor Vehicles, and other agencies that interface with NCAOC computer applications

Public

Litigants, attorneys, media, and other users of NCAOC forms and inquiry access



North Carolina Administrative Office of the Courts (NCAOC) Court Services is responsible for providing recordkeeping guidelines and support to the state's trial courts. Courts Services offers training and support to the Judicial Branch's 6,000 employees. Tasks that we perform to support the state's court functions are:

- Conduct site visits
- Respond to procedural and technical help desk
- Design judicial forms and respond to forms-related calls, inquiries, and change requests
- Promulgate Clerks of Superior Court Rules of Recordkeeping and Records Retention and Disposition Schedules
- Approve destruction and certain types of paper records
- Maintain microfilmed records, review and approve (QC) scanned court records
- Process expunctions
- Serve as the NCAOC liaison with the state's Emergency Response Team and Department of Natural and Cultural Resources, Division of State Archives
- Offer county support to develop local emergency response plans
- Assist with NCAOC training and conferences that take place in Raleigh and throughout the state
- Offer assistance to county offices seeking improved efficiency and file security

ABOUT COURT SERVICES

Services / Projects	Brief Description
Judicial Official and Court Staff Support	<ul style="list-style-type: none">• Serve as NCAOC liaisons at county and district level meetings
Assist in Automation Implementation	<ul style="list-style-type: none">• Contribute to NCAOC's development of new computer applications
Procedural Help Desk	<ul style="list-style-type: none">• Offer immediate procedural and application assistance to clerks of superior court• Conduct statewide surveys
Recordkeeping and Retention	<ul style="list-style-type: none">• Promulgate the Clerks of Superior Court Rules of Recordkeeping and Records Retention and Disposition Schedules• Maintain a confidential expunction database and process expunctions; the expunction team processes and uploads documents for District Attorney access to expunctions granted under certain statutes• Serve as NCAOC liaison with Department of Natural and Cultural Resources• Process destruction requests of particular types of court files and transfer to State Archives requests for records with permanent retention requirements
Micrographics	<ul style="list-style-type: none">• Create microfilm copies of approved scanned records for long-term secure records retention• Conduct quality assurance of records scanned by county staff• Maintaining backup copies of counties' microfilmed or scanned records• Retrieve and email microfilmed documents to counties• Provide procedural scanning assistance to counties
Forms Management	<ul style="list-style-type: none">• Serve as staff to the NCAOC forms committees• Design and maintain judicial forms located on www.NCcourts.gov• Respond to inquiries about forms• Assist in application development of automated forms
Expunctions	<ul style="list-style-type: none">• Maintain a confidential expunction database and process expunctions; the expunction team processes and uploads documents for District Attorney access to expunctions granted under certain statutes• Process manually reported statistics and corrections to automated statistical systems
Conference, Presentations, and Committee Preparation	<ul style="list-style-type: none">• Develop the curricula and present at annual assistant and deputy clerks' educational conference• Serve on NCAOC forms and Rules of Recordkeeping committees and numerous other NCAOC and external committees involving court improvement
Disaster Preparedness	<ul style="list-style-type: none">• Respond to disasters that affect courts — provide support to preserve damaged records