



# INFRASTRUCTURE AND OPERATIONS SUPPORT SERVICES (IOSS)

## IMPORTANT STATISTICS AS OF JUNE 30, 2019

### Network Services

- 3 Data centers (1 primary, 2 disaster recovery sites)
- 213 Judicial sites with network connections statewide
- 117 Digital phone systems statewide, supporting 8,000+ phones
- 3,761 Network devices supported statewide

### Distributed Computing Services

- 54 Distributed computing applications hosted
- 33 million Emails securely delivered
- 38 million Email spam / malware attacks blocked
- 867 Virtual server devices supported statewide (data centers and court site locations)

### Enterprise Computing Services

- 80 Enterprise computing applications hosted
- 3.37 million Transactions daily
- 1.09 billion Transactions annually
- 51.76 million Criminal records stored
- 22.72 million Civil records stored

### Support Services

- 9,127 Desktop devices supported
- 4,334 Print devices supported
- More than 550 courtrooms supported
- 116,428 Help Desk tickets processed
- 19,108 Access requests processed at an average of 1,592 per month
- 46,211 Password resets via self-service
- 449,328 Technology support miles traveled assisting Judicial Branch officials
- 24x7x365 Support with more than 121,000 users assisted

## WHAT USERS ARE SAYING

### Chatham County Clerk of Superior Court

“When I think of NCAOC’s disaster response, the following words come to mind: responsive, expedient, professional, competent, caring, and compassionate; in one word: exemplary. NCAOC’s actions have been extraordinary.”



The North Carolina Administrative Office of the Courts (NCAOC) Infrastructure and Operations Support Services (IOSS) operates the Judicial Branch’s Data Center and Network Operations Center located at the North Carolina Judicial Center in Raleigh. Our main goal is connectivity — to keep phones and computers operational. These centers are the technology hub for the Judicial Branch’s phones, computers, data access, and storage.

Although IOSS services affect each employee in the branch, our work is mostly behind the scenes. Our field staff 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.

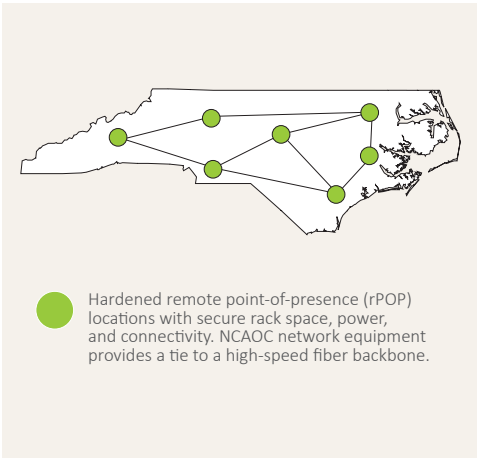
Our data protection management ensures that critical court data is stored securely and can be safely recovered in the event of a disaster. Our comprehensive disaster recovery process and business continuity of operations plan tie back to our main goal of maintaining connectivity.

The people and technology of IOSS work to ensure North Carolina’s courts and its 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.

## COURTNET STATEWIDE NETWORK

CourtNet statewide network infrastructure provides the court system with connectivity to the NCAOC where court computer applications and data are stored. CourtNet, planned and built by IOSS in 2008, 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.

With its use of best-practice design principles and the latest telecommunications technologies, CourtNet brings increased reliability and better performance to the court system (tenfold at many locations). CourtNet provides a solid network foundation to meet North Carolina courts' present and future technology needs. CourtNet technology supports more than 121,000 Judicial Branch, Executive Branch, and law enforcement 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.

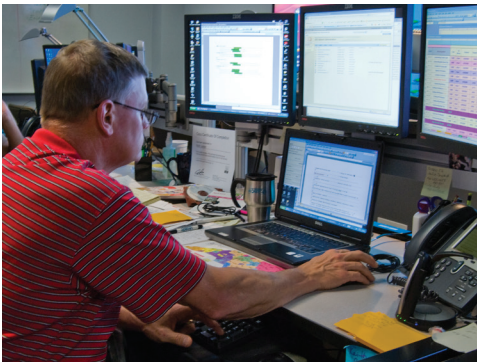


## NETWORK OPERATIONS CENTER

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.

Around-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 court information subsystems like NCAWARE, eCitation, and CCIS.



Technicians monitor computer and phone systems around the clock. Lost connectivity is detected instantly, and technicians respond rapidly to keep information technology up and running.

## 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 (e.g., ACIS) and web-based (e.g., NCAWARE) computer applications. Court data produced by these applications are stored and managed by this section for more than 121,000 potential users within the Judicial Branch, Executive Branch, and law enforcement. These large computer systems combined can execute more than 4.9 billion instructions per second, process more than 3.37 million production transactions per day, resulting in the hosting of 82 production applications. In addition to processing power, they provide storage management and backup of court data for disaster recovery and business continuity purposes. IOSS provides statewide users with a quality of service availability of more than 99 percent.



A small-scale server farm is the hub for network connectivity and data storage, and retrieval for court-related information.