TECHNOLOGY SERVICES

IMPORTANT STATISTICS
As of June 30, 2020

Criminal
1.05 million Daily transactions
49.27 million Criminal cases
4.74 million Infraction cases

Civil
322,945 Daily transactions
23.1 million Civil cases
117.87 million Total transactions

eCitation
Over 3,100 eCitations created daily
26,952 Law enforcement officer users
520 Law enforcement agencies
(new agencies added monthly)

Email
42 million Emails securely delivered
22 million Email spam / malware attacks
blocked

NCAWARE
14,647,923 Processes (served / unserved)
53,042 Court and law enforcement users
1,621 Average processes served each day

payNCticket®
1,280,301 Citations disposed
More than $294 million collected since
inception *Note: Monies collected are disbursed to state and local government agencies as directed by the North Carolina General Assembly.*

Credit Card Payments in Courthouses
1,125,376 Payments processed
More than $192.4 million in receipts
collected since inception

Help Desk
118,055 Call tickets processed
34,944 Password resets via self-service

Support Services – Access Administration
16,850 Access requests processed at an
average of 1,404 per month

Web Calendars
More than 2.7 million average workday
transactions

OCAP
491,156 payments processed totaling
$112,784,854.90 since inception

Court Date Notifications
12,235 Subscriptions
13,635 Notifications
42,121 Reminders

WHAT USERS ARE SAYING
Guilford County Magistrate
"NCAWARE ties the entire state under one uniform system. A magistrate now has the ability to search statewide, and a defendant can now surrender at any county courthouse with a magistrate."

Guilford County Victim / Witness Legal Assistant
"CCIS – DA is always one step ahead."
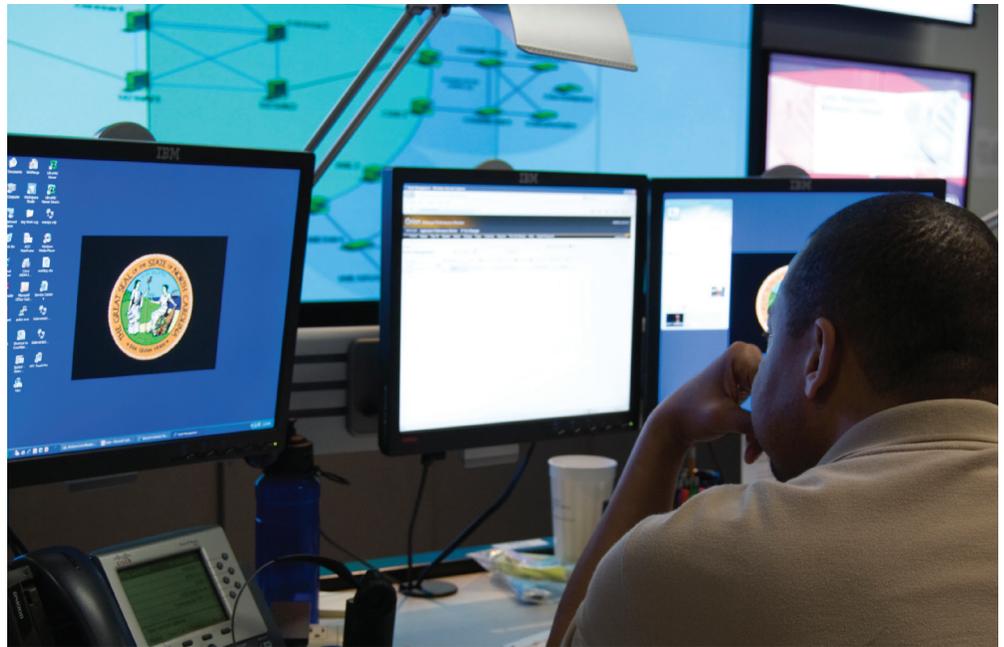
The North Carolina Administrative Office of the Courts (NCAOC) Technology Services Division (TSD) provides information technology services and solutions to support the day-to-day work of the Judicial Branch. Using modern software development techniques and technologies, TSD develops and maintains a statewide court information computer system to support the various groups of court officials and staff within the Judicial Branch (see diagram on next page). Court information subsystems are tailored to the unique needs of North Carolina's unified court system, which is one of the few truly unified court systems in the nation and the only state court system that supports the state's prosecutors.

To provide access to the Court Information System, TSD maintains and supports desktop and office computer hardware and software in more than 216 court offices statewide, including 550 district and superior courtrooms. TSD also maintains and operates a statewide communications network to support the Judicial Branch, 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 over 32,000 law enforcement users statewide. TSD also maintains and supports telephone systems in court offices statewide.

Our Collaborative Approach
Technology Services staff work with the Judicial Branch's more than 1,200 elected and appointed officials and other court personnel to determine the diverse business needs for technology. Advisory committees with representatives from business units are assembled to advise TSD teams as technology projects are undertaken. To further Judicial Branch involvement in strategic information technology initiatives, an IT governance process has been designed that relies heavily upon user input.
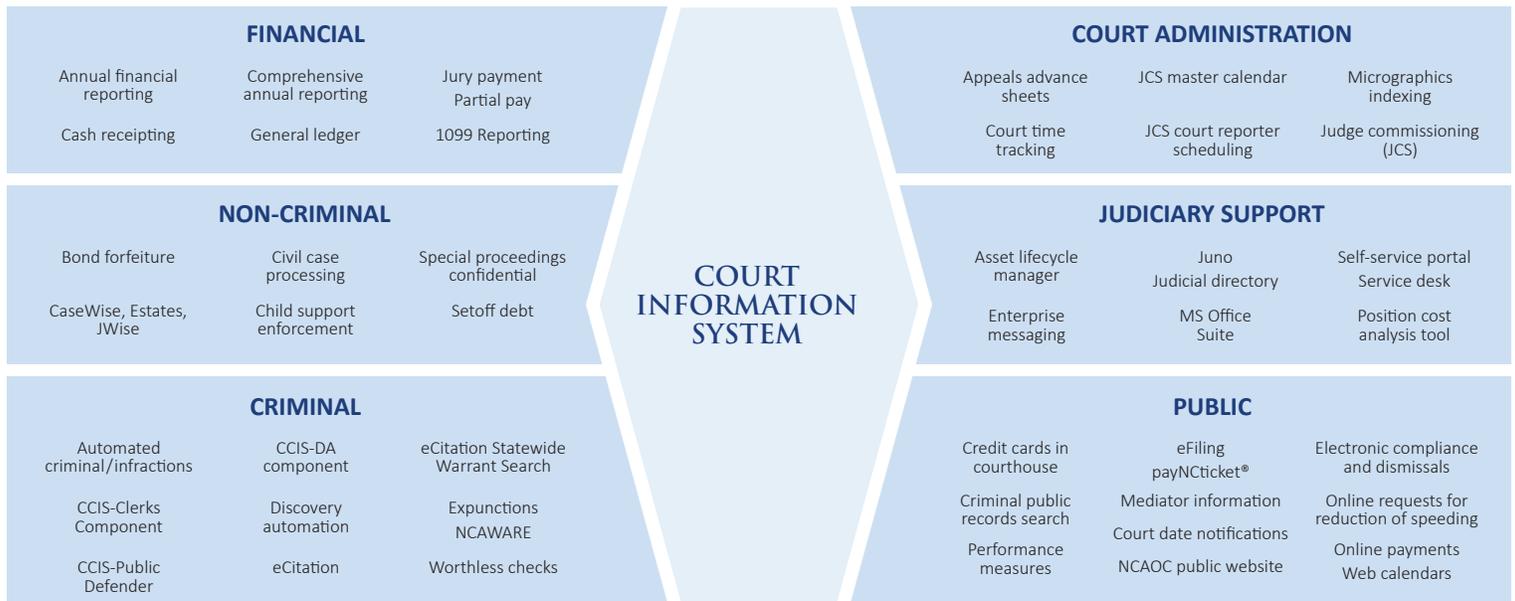
ABOUT TECHNOLOGY SERVICES

Services	Brief Description
Applications Development and Support	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 varying and unique needs of the North Carolina court system and its diverse stakeholders.
Information Security Program	The Information Security Office (ISO) oversees the NCAOC Cybersecurity Program. The program aligns with NIST standards (800-53R4) and is designed to protect the confidentiality, integrity, and availability of NCAOC Information Systems and Data. The ISO is comprised of Information Security / Security Architecture and Risk Management and Privacy. Key ISO services include security, risk and privacy, vulnerability management and compliance, policy development, disaster recovery oversight, security incident response, cybersecurity training / awareness, and security and privacy requirements for third-party agreements.
Infrastructure and Operations Support (IOSS)	This 24x7x365 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. In addition, this section is responsible for the disaster recovery and business continuity of operations for both the network and computer environments.
Project and Quality Management Office (PMO)	Quality and the timely delivery of products and services are ensured through detailed monitoring. While adhering to project management best practices, PMO supports TSD by establishing and reviewing practices and principles, and overseeing project status reporting and project information sharing.
Quality Control and Testing (QCT)	Delivering top-notch quality systems is the responsibility of the QCT section. The main goal is to achieve customer satisfaction for judicial officials, NCAOC computer users, and external users such as law enforcement. By adhering to quality control standards and best practices, minimizing defects and cost reductions are attainable through early error detection. With an ever-present focus on quality and user satisfaction, this section is the last line of defense and is responsible for ensuring the completion and fulfillment of all requirements before systems are delivered to stakeholders.
Service Desk	This 24x7x365 operation serves as the first point of contact for all Judicial Branch 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.

The NCAOC Help Desk is available 24x7x365 at 919-890-2407.