



## TECHNOLOGY SERVICES

### IMPORTANT STATISTICS AS OF JUNE 30, 2021

#### Email

64 million Emails securely delivered  
27 million Email spam / malware attacks blocked

#### Field Support

8,752 Desktop devices supported  
5,376 Print devices supported  
558,957 Technology support miles traveled assisting Judicial Branch officials

#### Help Desk

127,520 Call tickets processed  
90,932 Password resets via self-service

#### Support Services – Access Administration

21,326 Access requests processed at an average of 1,777 per month

#### Statewide Transactions

1.05 million Criminal transactions daily  
274.7 million Criminal transactions annually

513,542 Civil transactions daily  
133.5 million Civil transactions annually

1,949,480 Web transactions daily  
506.8 million Web transactions annually

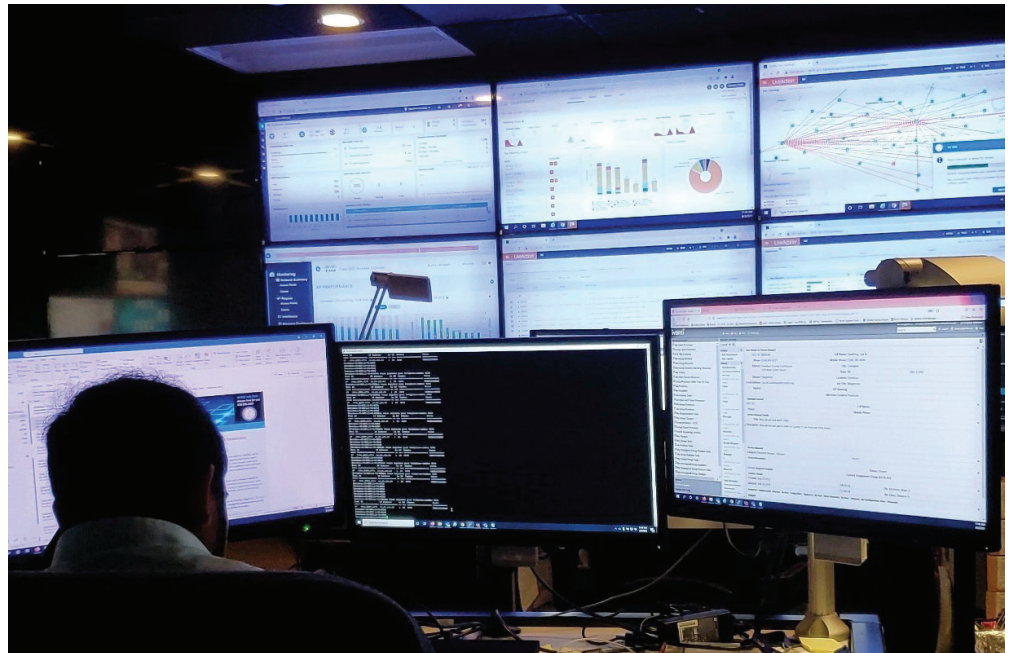
3.5 million Total transactions daily  
1.001 billion Total transactions annually

50.4 million Stored Criminal Cases  
4.9 million Stored Criminal Infractions Cases  
23.9 million Stored Civil Records (cases)

### WHAT USERS ARE SAYING

#### Conference of DA's, Sixth Prosecutorial District

Of a combined TSD and Conference of DA's effort to allow family members to participate in a trial remotely in two separate locations, "The Webex worked beautifully...We are tremendously grateful for their ingenuity, application of technology in a way, and quick action to make this viewing possible."

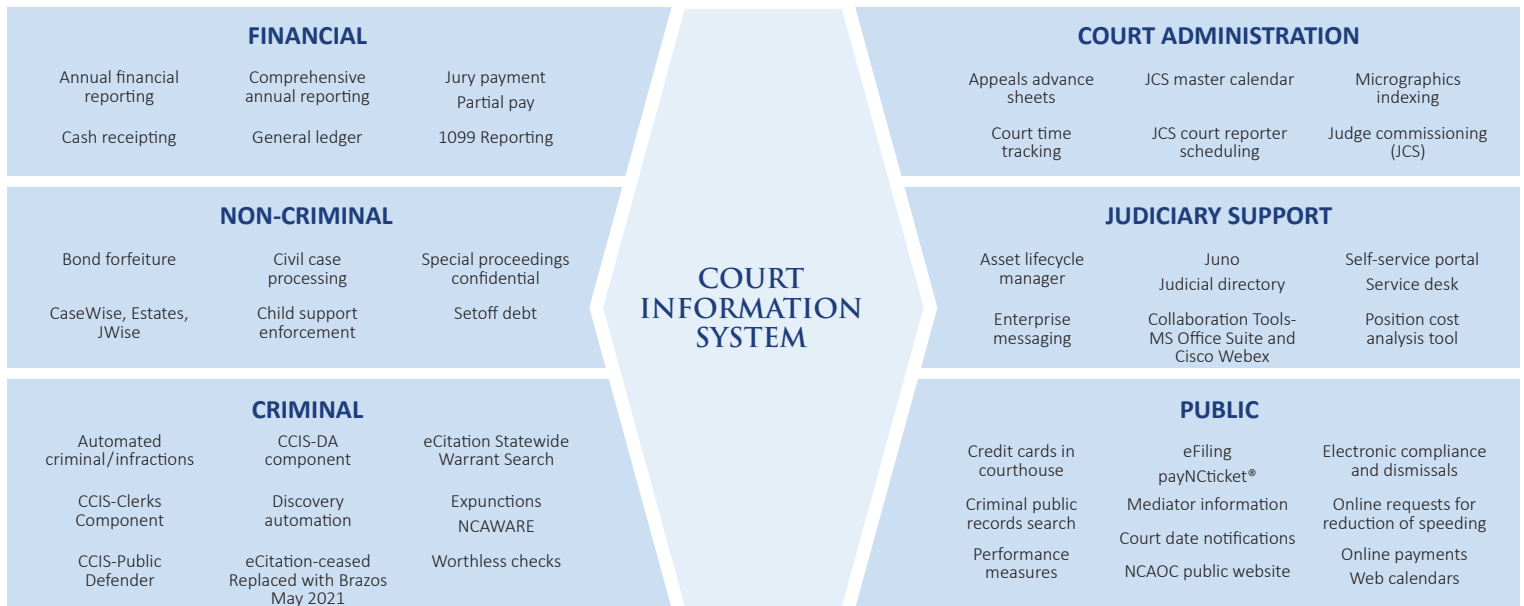


The North Carolina Administrative Office of the Courts (NCAOC) Technology Services Division (TSD) provides information technology services and solutions to support the day-to-day work of the Judicial Branch. Using modern software development techniques and technologies, TSD develops and maintains a statewide 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
<b>Applications Development and Support</b>	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.
<b>Information Security Program</b>	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.
<b>Infrastructure and Operations Support (IOSS)</b>	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.
<b>Project and Quality Management Office (PMO)</b>	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.
<b>Quality Control and Testing (QCT)</b>	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.
<b>Service Desk</b>	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.