



TECHNOLOGY SERVICES

IMPORTANT STATISTICS AS OF JUNE 30, 2017

Criminal

1.12 million daily transactions
45.2 million criminal cases
4.3 million infraction cases

Civil

1.15 million daily transactions
20.5 million civil cases

eCitation

3,804 eCitations created each day
22,844 law enforcement officer users
471 law enforcement agencies implemented

Email

30 million inbound spam / malware attacks blocked
29 million emails securely delivered

NCAWARE

12,665,578 processes (both served and unserved)
47,351 court and law enforcement users
907,747 processes available to be served
1,901 average processes served each day

payNCticket®

913,361 citations disposed
More than \$206.5 million collected *(Note: Monies collected are disbursed to state and local government agencies as directed by the North Carolina General Assembly.)*

Credit Card Payments in Courthouses

551,166 payments processed
More than \$94.2 million collected

Help Desk

109,291 call tickets processed
20,930 password resets via self-service

Internet

More than 89.6 million web calendar views

Security

35,639 system / application security requests

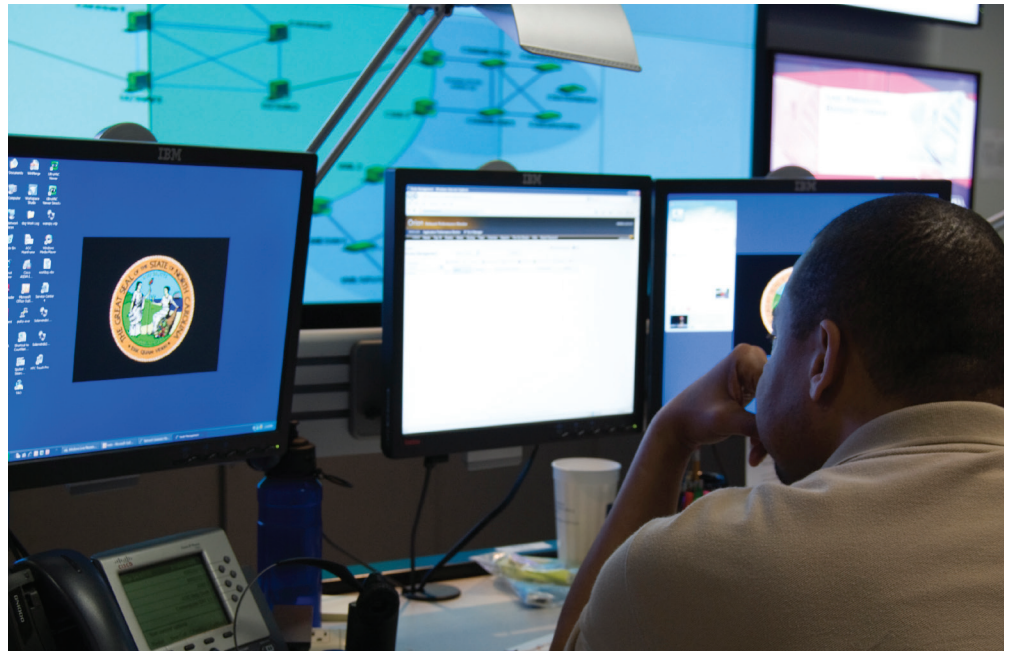
WHAT USERS ARE SAYING

Guilford County Magistrate

"...The most powerful impact of NCAWARE is that it now ties the entire state under one uniform system. That means a magistrate now has at his fingertips the ability to search statewide, and a defendant can now surrender at any county courthouse with a magistrate. This process of checking statewide for outstanding processes is made more thorough by the fact that law enforcement and jails also have access to NCAWARE to conduct their own statewide checks."

Guilford County Victim / Witness Legal Assistant

"CCIS – DA is always one step ahead. Oftentimes when I think that there must be an easier way to get a task done, I am pleasantly surprised to learn that CCIS – DA has already figured it out!"

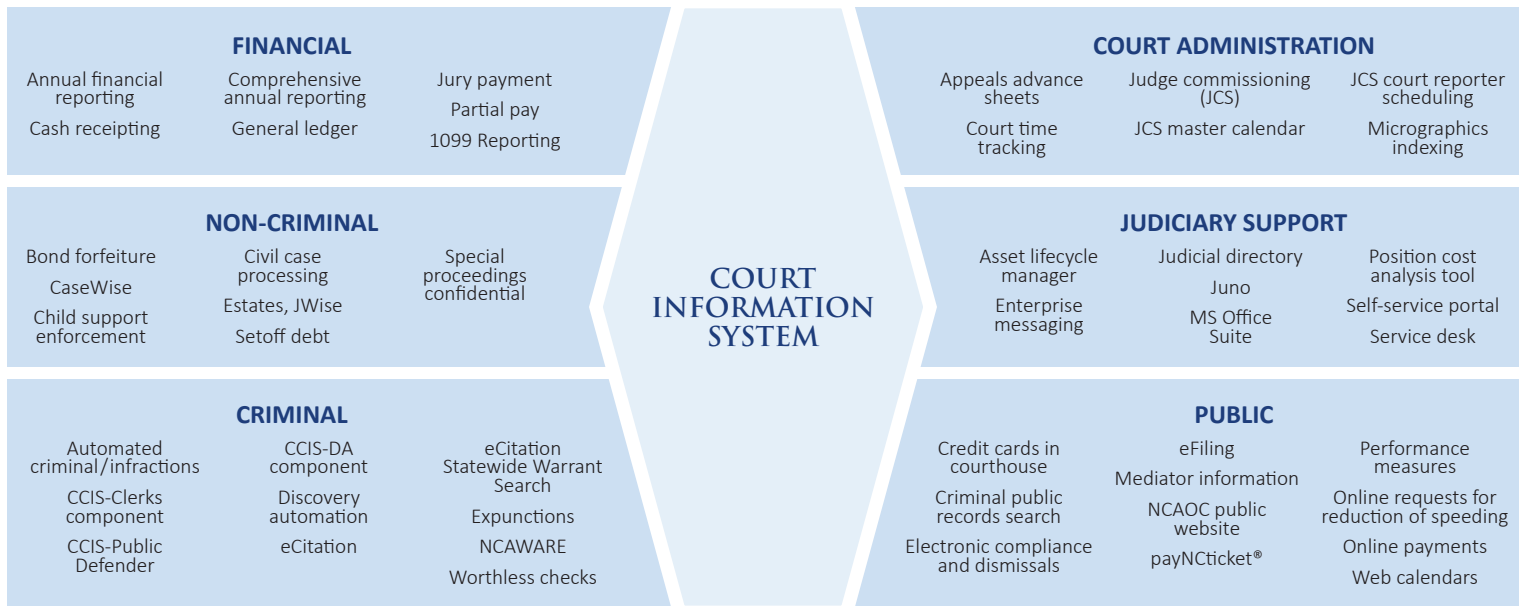


The North Carolina Administrative Office of the Courts (NCAOC) Technology Services Division (TSD) provides information technology services and solutions to support the day-to-day work of the Judicial Branch. Using modern software development techniques and technologies, TSD develops and maintains a statewide 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 260 court offices statewide, including 400 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
Information Security Program	Information and IT assets are vital business assets which must be protected. The Information Security Program leverages industry standards and best practices for safeguarding the information assets against unauthorized disclosure, modification, damage or loss. Information Security resources implement, maintain, and monitor a comprehensive enterprise information security and compliance program.
Business Relationship Management (BRM)	Serving as a focal point for user interaction with Technology Services, BRM ensures that IT initiatives are aligned with business needs. BRM acts as a liaison between Technology Services and internal and external agency stakeholders by understanding and communicating concerns related to IT alignment. BRM also compiles, maintains, and communicates IT services to judicial groups.
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.
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.
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.
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.
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.