

TECHNOLOGY
COMMITTEE
ECOURTS INITIATIVE UPDATE

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AGENDA: eCOURTS INITIATIVE PROGRESS TO DATE

- Initiative Scope in the context of the broader NCCALJ Technology Committee
- eCourts Strategic Plan Evolution – The End Game
- eCourts Initiative
 - Domain Areas
 - Progress to Date
- North Carolina Judiciary Technology – Current State
- Questions and Discussion

ECOURTS STRATEGIC PLAN EVOLUTION – THE END GAME

- Document Current State (in process)
- Document Desired Future State (in process)
- Conduct a Gap Analysis (Current vs. Future aligned with Industry Best Practices (next step))
- Develop and Prioritize Initiatives List (Purpose: close the gap)
- Determine and document estimated Initiative Costs
- Develop a “Budget and Timeline Matrix”

eCOURTS INITIATIVE DOMAIN AREAS



- **Management and Governance:** How court technology is managed and governed, including managing a statewide information technology enterprise architecture that supports eCourt initiatives



- **Business Environment:** Making existing business processes more efficient and effective for courts, justice partners, and citizens



- **Technology:** Computer hardware, software, and network infrastructure to support eCourt initiatives

ECOURTS INITIATIVE – PROGRESS TO DATE

- Reviewed NCAOC-provided documentation
- Distributed a web-based survey
- Conducted field interviews
- Conducted NCAOC interviews
- Documented the current state of the Judiciary technology

NC JUDICIARY TECHNOLOGY CURRENT STATE: MANAGEMENT AND GOVERNANCE

■ Current State

- Information Technology Governance Charter ratified; Not operational

■ Advantages

- NCAOC and TSD are advancing initiative prioritization
- Development of the Governance model is complete

■ Disadvantages

- Governance model not yet operational
- Identification, analysis and prioritization of initiatives does not yet follow a formal structure



NC JUDICIARY TECHNOLOGY

CURRENT STATE: BUSINESS ENVIRONMENT



■ Current State

- Regional / local elected officials
- County-run facilities

■ Advantages

- Courts are managed based on local jurisdictional needs

■ Disadvantages

- Inconsistent use of business processes and applications across the State

NC JUDICIARY TECHNOLOGY

CURRENT STATE: TECHNOLOGY



■ Current State

- Applications developed in house over 30+ years

■ Advantages

- Highly customized to the NC Judiciary
- Focused on vertical business clients
- Little or no reliance on application vendors

■ Disadvantages

- Aging applications; difficult to maintain
- Workforce attrition (with needed skillsets)
- Applications not fully integrated

NC JUDICIARY TECHNOLOGY – CURRENT STATE SUMMARY

Judicial Tools Maturity Model
Version 1.1 (September 2015)

Stage	Case Information	Case Management Information	Documents	Chambers Work	Calendar and Court Events	Communication
Advanced	<ul style="list-style-type: none"> • Access to related cases • Case workflow and integrated scheduling • Remote capabilities • Configurable 	<ul style="list-style-type: none"> • Ticklers and alerts for cases outside established standards • Trend analysis 	<ul style="list-style-type: none"> • Annotations • eSignature • Document rights management • Remote capabilities • Document routing 	<ul style="list-style-type: none"> • Document grouping, citation linking, and cross-referencing • Automated sentencing and jury instruction tools • Pending workflow queue 	<ul style="list-style-type: none"> • Automated scheduling • Access to real time updates on case docket • Video transcript with playback capabilities 	<ul style="list-style-type: none"> • Automated reminders and ticklers based on case workflow
Intermediate	<ul style="list-style-type: none"> • Advanced search • Complete case information, including judge notes and research • Document integration • Future court calendar • External data sources 	<ul style="list-style-type: none"> • Real time access to case mgmt. information relative to standards • Graphical view • Drill down capability to specific case data 	<ul style="list-style-type: none"> • Document viewing integrated with case information • Document notes • Text searchable • Document creation with case data integration 	<ul style="list-style-type: none"> • Templates and macros for jury instructions, orders and judgments • Review of upcoming docket • Remote capabilities 	<ul style="list-style-type: none"> • Video conferencing • View electronic documents • Audio transcript with playback capabilities • Reserve future court dates • Access to real time transcript 	<ul style="list-style-type: none"> • Integrated case notes • Text messaging • Instant Messaging capabilities between judge and support staff
Basic	<ul style="list-style-type: none"> • Basic search capability • Case summary information 	<ul style="list-style-type: none"> • Links to static reports, benchmarks, and time standards 	<ul style="list-style-type: none"> • Ability to search/filter documents • Multiple document viewing 	<ul style="list-style-type: none"> • Online research tools • Sentencing guidelines • Jury instructions 	<ul style="list-style-type: none"> • Electronic calendar • Electronic case details • Telephonic appearance 	<ul style="list-style-type: none"> • Email • Tentative rulings • Electronic judge/clerk notes • Real time transcripts
Paper	<ul style="list-style-type: none"> • Case file folder • Post-it notes • Paper minutes 	<ul style="list-style-type: none"> • Monthly/quarterly paper statistical reports 	<ul style="list-style-type: none"> • Case file folder • Marked-up working documents 	<ul style="list-style-type: none"> • Documents viewed in paper case file • Paper notes • Law books • Basic word processing 	<ul style="list-style-type: none"> • In person • Paper court calendar and minutes • Paper case file for relevant case information 	<ul style="list-style-type: none"> • Post-it Notes • Phone • Paper notices
Supporting Technology	CMS, DMS, calendar, remote access, mobile	Reporting system, CMS, Business Intelligence, Work queue business process management	DMS, CMS, remote access	CMS, DMS, file tracking, legal research tools, remote access	CMS, video conferencing, phone	CMS, email, SMS



QUESTIONS / DISCUSSION



CONSIDERING HOW NORTH CAROLINA COURTS
CAN BEST MEET INSTITUTIONAL NEEDS
AND 21ST CENTURY PUBLIC EXPECTATIONS