

Summary of Recent Activity by N.C. Judicial Council Regarding Information Technology Governance



Presented to the
NCCALJ TECHNOLOGY COMMITTEE

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What is the N.C. Judicial Council?



Commission for the Future of Justice and the Courts in North Carolina

(December, 1996 Report); “Governance” Recommendations:

- Appoint all judges and clerks
- Strengthen the authority of the Chief Justice
- Let the Supreme Court control of rules of court procedure
 - Establish a State Judicial Council
 - Appoint a chief circuit judge and administrator
 - Conduct evaluations of judges
- Give the court system more control over its budget

What is the N.C. Judicial Council?



Recommended Judicial Council

- Appraise the operation of the courts and report periodically
- Advise the Chief Justice in setting budget priorities
- Establish performance standards and goals for the courts
- Set up a methodology for evaluating judges, administrators and clerks
- Alter circuit lines and review changes in proposed changes in circuit rules
- Nominate candidates for appellate judgeships
- Select nonlawyer members of circuit panels to nominate circuit judges

VS.

Actual Judicial Council

Who are the Members of the Judicial Council?



Judicial Branch Officials

Honorable Mark Martin

Honorable Linda McGee

Honorable Robert Hobgood

Honorable Mac Cameron

Honorable Kimberly Robb

Honorable Archie Smith

Myra LeAnn Melton

Rudy Locklear

Chief Justice, Supreme Court of North Carolina, Chair

Chief Judge, North Carolina Court of Appeals

Senior Resident Superior Court Judge

District Court Judge

District Attorney

Clerk of Superior Court

Public Defender

Magistrate

Other Members Appointed by:

Chief Justice:

Governor:

Speaker of the House:

Senate President Pro Tem

Edwin Speas

Robert Spearman

James Phillips, Jr.

Hugh Campbell, III

Dr. Betsy Bennett

David Childs

John Mozingo

Robert Harper

Indigent Defense Services Commission:

State Bar Council:

Thomas Maher

Fred Moody

Judicial Council's Tech Committee's Charge



- CHARGE: To serve as the **IT Governance** Committee for the Judicial Branch
- DESCRIPTION: Setting strategic direction and providing financial oversight
- NEXT STEPS:
- 1) Review **principles** of governance
 - 2) Recommend a high level governance **structure**, informed by internal and external subject matter experts

N.C. Judicial Council Technology Committee



MEMBERSHIP:

Mac Cameron, Chair, District Court Judge

Brad Greenway, Vice Chair, District Attorney

Robert Hobgood, Superior Court Judge

Keith Knox, Magistrate

LeAnn Melton, Public Defender

David Childs, Governor's Appointee to Judicial Council

Susan Frye, Clerk of Superior Court

What is IT Governance?



“IT governance is a formal structure and process for managing business operations and supporting technology tools. It is a method of making decisions, allocating resources, and resolving problems within and across organizational boundaries, arriving at solutions that are optimal for the system as a whole, rather than for its discreet parts. From multiple interests, it produces a single, consolidated agenda to guide the efforts of individuals and organizations.”

Lawrence P. Webster

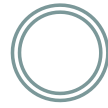
“The NCSC Court IT Governance Model”

How are IT decisions made now?



- Judicial Branch headed by Chief Justice
 - Chief Justice appoints Director of AOC
- Chief Justice has authority; decisions made as directed
- Few hard rules. Little structure.
- Personality dependent

What appeared to be AOC's Challenges?



- Limited and sometimes dwindling resources
- 100's of applications and locations
- Difficulty in finding/maintaining technical experts
- Obligation and desire to provide customer service
- Multiple decision makers and power centers
- Increasing complexity and costs
- Lack of formal structure and philosophy
- Increasing % of \$\$ on maintenance vs. replacement

Current Projects – Priority Order

Pri	Project Name	Project Description	Status
0	Maintain the Installed Base	Maintain the Base: Tasks that sustain the current services and capabilities for the NC Court System users. (Break/Fix, Maintenance, Monitoring, Etc.)	Active
1	Legislative Recursive Changes	Implement changes required by legislation.	Active
2	eCourts: Online Payment and Collection (New Hanover Pilot)	Pilot the online payment and collection using New Hanover county court	Active
3	Criminal and Infractions Records Search (CIPRS)	Replace the legacy green-screen public inquiry system with a user-friendly, browser-based application	Active
4	eCourts: Compliance	Legislative Requirement to implement e-filing Compliance solution	Active
5	eCourts: Strategic Plan	Legislative Requirement to RFI/RFP to have vendor construct a Strategic Plan	Planning*
6	eCourts - Citations Processing (Calendar / DA Citation Case Management)	Expand the paperless citation process by incorporating calendaring and DA Case Management	On Hold**
7	eCourts: eCITATION - Officer's Component Rewrite (5.0)	Rewrite the officer's component as a local/standalone application	Active
8	DWI Inquiry and Reporting - Phase 1	Provide annual reports regarding the dispositions of DWI related offenses.	On Hold**
9	CCIS-PD phase 2	Phase 2 is an incremental statewide rollout.	Active
10	Digital Recording - Phase 1	Identify solutions that support use of video services in the courtroom.	On Hold**
11	eCourts: eFiling	Institute an electronic filing process for court cases.	Planning*
12	Firearms Bill	Legislative Requirement still being defined	Planning*
13	Field Server Replacement - Phase 1 of 2	Replace current disparate servers in the field with standardized Cisco Server Blades.	Active
14	Websphere Upgrade	Implement and test new version of Websphere that enhances security and capability	Planning*
15	Courtroom Wireless	Install Wireless capability in courtrooms.	Planning*
16	SharePoint 2013	Upgrade SharePoint to the latest version with full support and capability.	Active
17	rPOP Router Replacement	Replace 14 rPOP routers that make up the CourtNet Ring.	Active
18	Judicial Recovery Center (JRC) Upgrade	Expansion of data management capabilities and an increase in network bandwidth	Active
19	Enterprise Server Data Replication	Perform remote disk replication to the recovery center.	Active
20	Tape Elimination and Replication (TEAR) and TEAR - Enterprise Server (TEARES)	Replaces tape data retention technology with disk-to-disk data retention technology. Move all historical backups to virtual disk libraries and replicate to the recovery center.	Active
21	Storage Area Network (SAN) Replacement	Replaces distributed computing storage infrastructure at both NCJC and JRC	Active
22	CJLEADS - Release Order Information	Provide the most current release order information from NCAWARE to CJLEADS	Active
23	JWise: Court Improvement Program Grant	Maintain browser-based application that supports the juvenile court stakeholders	On Hold**
24	FMS Date Correction	Correct the programming in FMS that does not read dates beyond 2019	Planning*
25	Enterprise Information Management System - Phase 1	Assessment of vendor solution to store electronic data (documents, video, audio, etc.)	Active
26	Network Capacity Upgrade	Increase Network capacity as needed	Planning*
27	Micrographics	Solution for digitizing Micro film	On Hold**
28	Enterprise Data Lake - Infrastructure (Phase 1)	Stand up the hardware and software to pilot centralizing NCJC data in a hosted environment	On Hold**
31	Discovery Automation System (DAS) Infrastructure Expansion	Expands DAS to support the projected growth and to ensure performance	On Hold**
32	Disk Encryption of Mobile Devices	Maintain Security requirements in accordance with current mandated standards	On Hold**

Future Projects

Project Name	Project Description
Unified Security Audit Report	Combining the multiple user audit reports
eCourts: Domestic Violence eFiling	Support CSD to maintain and finalize Guilford County implementation of DV eFiling capability.
Scanned indictments attached to OFA	Attaching scanned indictments to OFA per Clerks Committee request
eCourts: Civil Superior Court Cases	Implement e-filing capability for Civil Superior Courts
Clerks Request: Civil Orders of Arrest	Pending more thorough project description and requirement definition
JurisLink	Legislative Requirement where TSD plays a supporting role
eFax (possible Centralized Faxing)	Replace analog fax services with digital fax services.
Add ability to store and process confidential warrants	Provide the ability to enter confidential warrants in NCAWARE.
Automate bills of indictments	Add the ability for clerks to add a true bill of indictment to NCAWARE.
Automated tracking and add of involuntary commitments	Add the ability for magistrates to process confidential involuntary commitments in NCAWARE.
Cash Receipting for Magistrates	Provide a cash receipting functionality for magistrates.
CCIS-CC New Monthly Audit	Add monthly audit capabilities to CCIS-CC
CCIS-CC Additional Method of Dispositon	Add additional methods of dispositions to CCIS-CC
CIPRS: Add NCAWARE public data	Incorporating NCAWARE public data to CIPRS
CIPRS: Add RPA billing and RPA access	Add RPA billing and RPA access to CIPRS
CIPRS: Change architecture (DB2 & SSA Name 3)	Increase efficiency of CIPRS and improve the integration with other systems
Collaboration Services	Implement integrated collaboration services (e.g. Video Conferencing , WEB collaboration, Instant Messaging)
Configuration Management Database	Implement software and processes to capture and track IT infrastructure item (applications, services, equipment, etc.) information
DAS 5.3 – adding support for audio/video discovery files	Use the expanded DAS infrastructure to support audio/video files
Desktop Virtualization	Implement Virtualization platform that replaces desktops where applicable in the environment.
Develop a financial system replacement strategy	Replace all of the legacy Financial Management System (FMS) components with modern applications.

Future Projects (cont')

Project Name	Project Description
Digital Recording - Phase 2	Implementation of procured digital court reporting solution.
DMV interface for driving with revoked license cases	Provide the ability for authorized personnel to access and print letters of suspension and revocation
eCourts: Clerk Citation Case Management	Expand the paperless citation process to the Clerk Case Management
eCourts: Judge Citation Case Management	Expand the paperless citation process to the Judge Case Management
eCourts: Cash Receipting Interface	Automate the paperless process to the cash receipting process
Editable interpreter form	Convert the temporary solution for "REQUEST FOR NON-SPANISH INTERPRETER" editable form to a permanent automation
Electronic Information Management System - Future Phases	Provide secured access to digital content like micrographics, court documents, case files, audio files, video files, etc.
Enhance Voice Processing Services	Review courthouse voice business requirements
Enterprise Data Lake - Proof of Concept (Phase 2)	This phase will validate the data lake solution by installing, configuring, loading data, and generating reports.
Expand Set-Off Debt for collection of restitution	Expand the Set-Off Debt collections system to intercept restitution amounts.
FMS Reports Searchable on LAN	
Foreclosure Bid website application	Develop a public-facing application to display the most recent bid activity on foreclosed properties.
HR dataflex system – rewrite in new technology	Replace the legacy HR Salary Administration Extension system.
Modernize Civil systems user interface	Rewrite the business rules and the presentation layer in the new NCAOC architecture.
NCAWARE – refine merge/unmerge functionalities	Refine the merge and unmerge functionalities of NCAWARE to prevent the merging of unrelated persons.
Office of Language Access Services (OLAS) – request form and calendaring system	Add three major functional areas: (1) Email Addresses – set up default email addresses, auto forward; (2) Electronic Request Form – replace paper forms with electronic forms; and (3) Calendaring System – Full calendaring functionality customized for OLAS.
Replace Warehouse Repair Tracking Dataflex system	Research options for the replacement of the Warehouse Repair Tracking system.
Rewrite of Remote Public Access (RPA) billing	Rewrite current system, which is in a language that is no longer supported.
Security Administration – Add hiring authority for password reset & delete	Provide the ability for the hiring authority to do password resets and deletes locally.

Judicial Council's Tech Committee's Charge



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Principles of IT Governance



1. *Are stakeholders involved in the decision making process?*
2. *Will this improve judicial system performance and efficiency?*
3. *Are we using fact based decision making?*
4. *Is the installed base protected and functional?*
5. *Is this moving North Carolina courts toward simplicity and advancing the goal to reduce complexity?*

Principles of Governance



1. Are stakeholders involved in the decision making process?

The perspective of Judicial Branch users will be represented at various levels in the formal decision making structure.

Principles of Governance



2. Will this improve judicial system performance and efficiency?

Every effort should be made to select information technology projects that provide the most benefit for the judicial system as a whole at any given time. The implementation and rollout of information technology projects will be completed expeditiously and uniformly across all jurisdictions.

Principles of Governance



3. Are we using fact based decision making?

Technology investment decisions must be justified using objective measures of business value and impact. Staff analysis should provide information such as return on investment and cost-benefits to assist in the prioritization process and ensure solutions will be cost effective and meet business objectives. Committees of users will utilize a formal delegation criteria matrix and scoring criteria guide.

Principles of Governance



4. Is the installed base protected and functional?

Lifecycle replacement, hardware redundancy, timely upgrades, license renewals, and other maintenance and support processes are important to ensure information systems are stable, reliable, performant, secure, and available every day.

Principles of Governance



5. *Is this moving North Carolina courts toward simplicity and advancing the goal to reduce complexity?*

Technology should make jobs easier. The number of technologies used should be minimized to reduce the amount of resources required to maintain varied platforms and equipment. Applications should be developed in a way that maximizes design simplicity while considering the business needs of users from diverse jurisdictions. As new technology is delivered, older technologies should be retired.

Technology Committee's Charge



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Structure of IT Governance



- What should the structure of decision making look like?
- What are the key components of our model?
- What have other jurisdictions done?

Figure 2.

NCAOC Information Technology Governance Process

