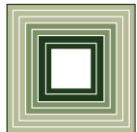


The Administrative Office of the Courts: Administration and Technology

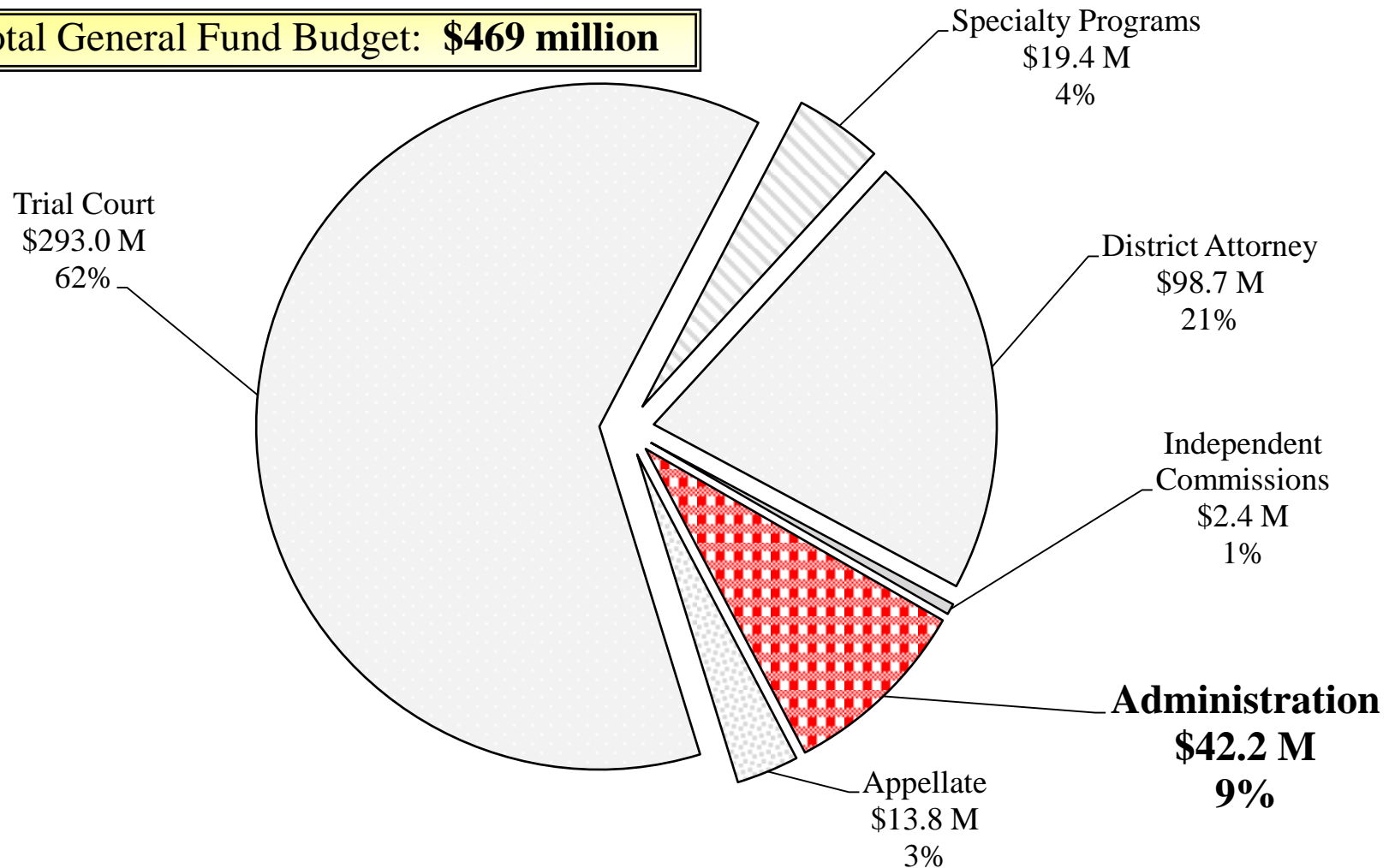
William Childs
Fiscal Research Division
March 3, 2015



FISCAL RESEARCH DIVISION
A Staff Agency of the North Carolina General Assembly

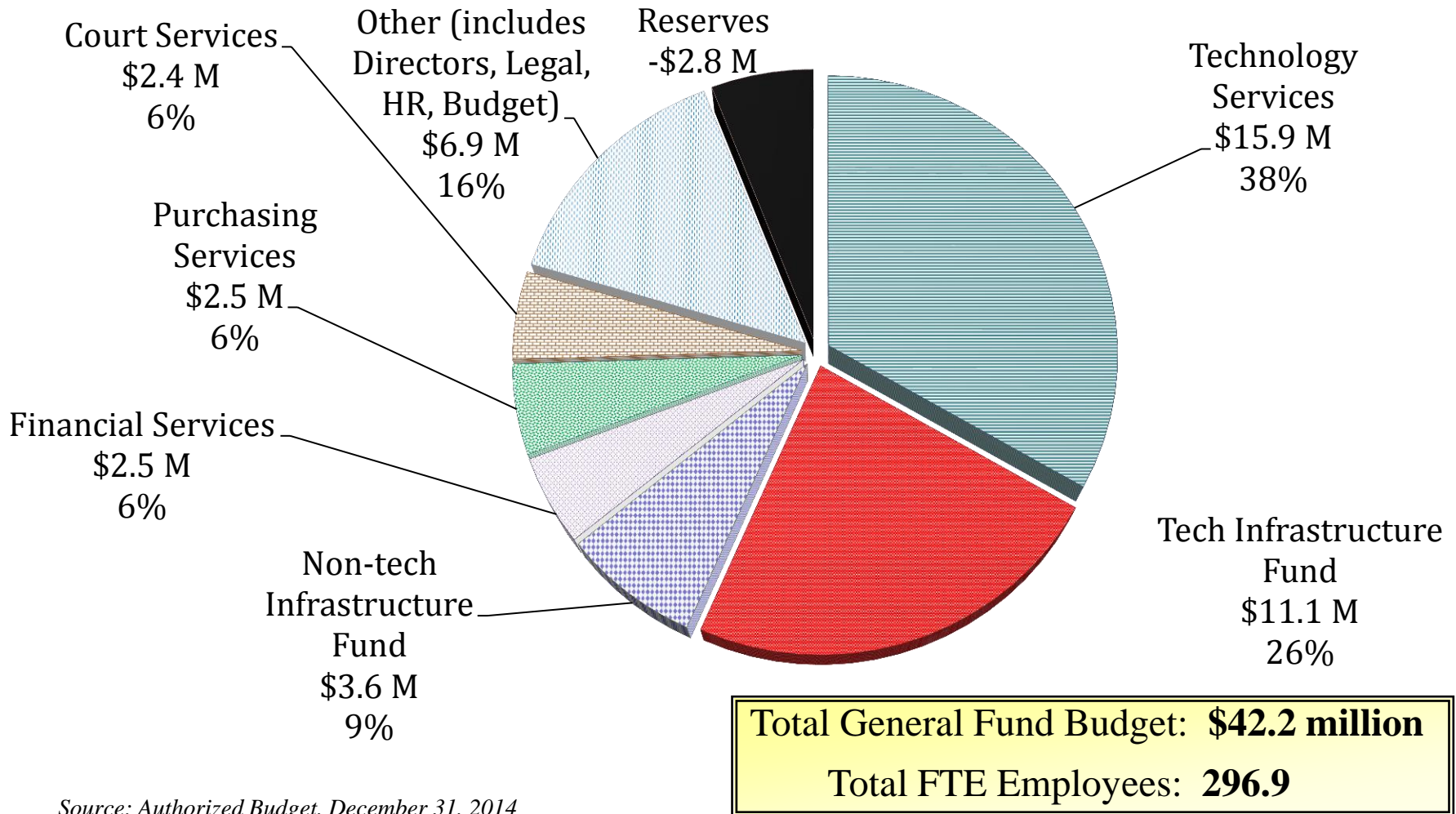
AOC Budget By Program FY 2014-15

Total General Fund Budget: **\$469 million**



Source: Authorized Budget, December 31, 2014

AOC Administration Authorized Budget by Section FY 2014-15



Source: Authorized Budget, December 31, 2014

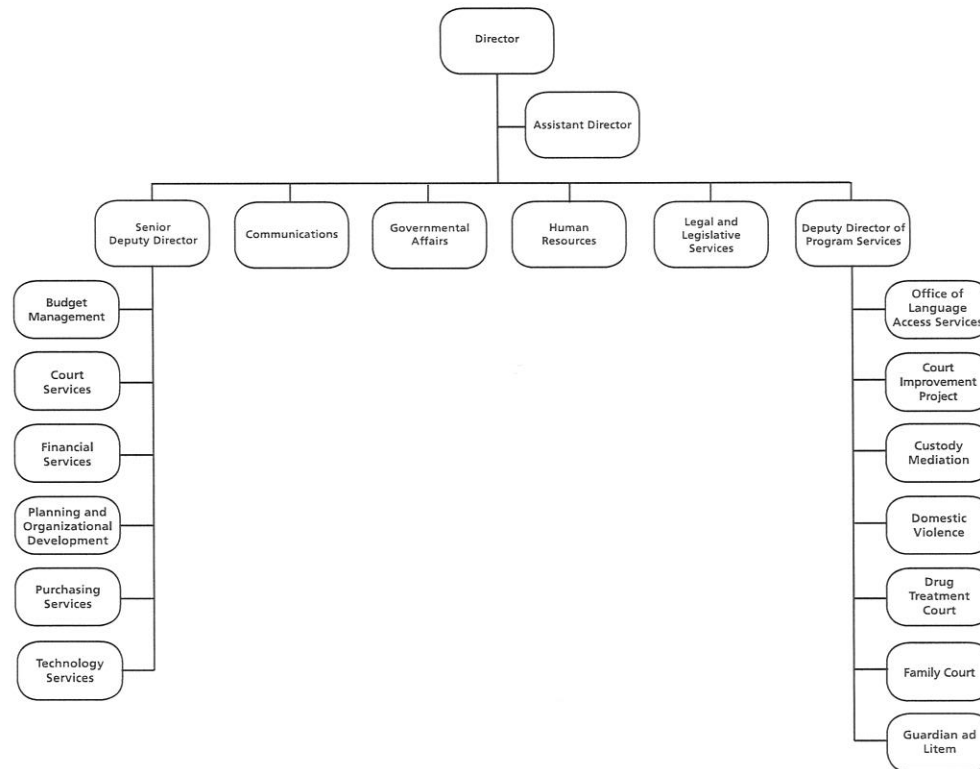
AOC Organizational Chart



NORTH CAROLINA
ADMINISTRATIVE OFFICE
of the COURTS

Providing administrative services to help the North Carolina unified court system operate more efficiently and effectively

Organization Chart



February 2015

AOC Administrative Functions

- AOC Director's Office
- Senior Deputy Director's Office
 - Includes Communications Office
- Budget Management
- Legal and Legislative Services
 - Legal advice and training for court officials
- Organizational Development
 - Research, planning, fiscal notes, workload studies, training
- Total FTE: 34
- Total FY 2014-15 GF Budget: \$4,386,489

AOC Court Programs/Court Services

- Court Programs
 - Oversees child custody mediation, interpreting services, unified family courts, juvenile court improvement projects, alternative dispute resolution services, jury support and specialized grant, and contract-funded services
- Total FTE: 9.85
- Total FY 2014-15 GF Budget: \$741,093

- Court Services
 - recordkeeping guidelines and support for officials using judicial forms and electronic records applications
- Total FTE: 27
- Total FY 2014-15 GF Budget: \$2,444,292

AOC Financial Services/Human Resources

- Financial Services
 - Judicial Branch collections, payroll, processing payments and invoices, financial audits, financial policies and procedures, and financial training for clerk fiscal staff
- Total FTE: 29
- Total FY 2014-15 GF Budget: \$2,462,713
- Human Resources
 - recruitment, personnel administration, organizational management, leave administration, benefits, policy development, wellness, employee recognition, and performance management
- Total FTE: 21.5
- Total FY 2014-15 GF Budget: \$1,794,496

Purchasing Services

- Central purchaser of supplies, equipment, publications, and the procurement of professional services for the entire Judicial Branch
 - Runs AOC Print Shop, Warehouse, and Online Supply Store
 - Administers the Technology Infrastructure Fund (TIF) and the Non-technology Infrastructure Fund (NTIF)
 - divided from single Purchasing Services Fund in January 2014
- Total FTE: 30
- Total FY 2014-15 GF Budget for Purchasing Services: \$2,502,382
- Total FY 2014-15 GF Budget for TIF: \$11,130,321
- Total FY 2014-15 GF Budget for NTIF: \$3,595,524

Technology Services

- Responsible for technology needs of entire court system
- 13 separate teams, each with unique responsibilities, grouped into three sections. These sections are:
 - Application Development
 - Develops and manages software (83 FTE)
 - Infrastructure and Operations Support
 - manages and provides support for hardware and other infrastructure, including the Help Desk (61 FTE)
 - Project Management and Quality Assurance
 - planning and management of technology (3 FTE)
- Total FTE: 147
- Total FY 2014-15 GF Budget: \$15,931,136

AOC Technology

- Two legacy systems are the backbone of AOC Technology:
 - ACIS (Automated Criminal/Infractions System): legacy database tracking criminal case data
 - FMS (Financial Management Software): legacy system designed to receipt, record, track, and disburse monies related to court proceedings

ACIS-Clerks Main Menu

999 END OF FILE

* * * CLERKS MAIN MENU * * *

FILE NUMBER: █

MODE:

NAME/SID/CKN/LID/
ARR/COM/INCID:

{ A = ADD, I = INQUIRY, U = UPDATE }
{ R = REQUEST ARCHIVE PF1, PF2 }
{ A = ARREST, C = COMPLAINT, }
{ S=SID, K=CKN, L=LID, N=INCID }
{ * * * NAME INQUIRY * * * }
{ P = PENDING, U = UNSERVED, }
{ D = DISPOSED, BLANK = ALL }
{ }

PF1 - ICA/FILE NUMBER INQUIRY

PF7 - WITNESS A/U/I/P/D/BLANK

PF2 - NAME/SID/LID/CKN/ARR/COM/INCID

PF8 - DISPOSITION UPDATE/INQUIRY

PF3 - DEFENDANT RECORD CHECK

PF9 - MULTIPLE ENTRY SUB-MENU

PF4 - PROCESS ADD/UPDATE/INQUIRY

PF10 - REPORTING SUB-MENU

PF5 - CITATION ADD/UPDATE/INQUIRY

PF11 - INFRACTIONS MAIN MENU

PF6 - SUPPLEMENTAL UPDATE/INQUIRY

PF12 - CANCEL

4/8

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Legacy System Facts

- ACIS:
 - 1.2 million transactions daily
 - 2.2 million filings in FY 2013-14
 - 2.4 million dispositions in FY 2013-14
 - First implemented in 1982 to track infractions
 - Used in 99 counties by 1990 (final county in 1996)
 - CCIS-CC implemented first feature in 2006
 - The cost of entirely replacing ACIS with CCIS may be prohibitive due to quality control concerns
- FMS:
 - Statewide rollout 1991-95
 - Disbursed more than \$740 million in FY 2013-14
 - More than 3 million transactions in FY 2013-14

AOC Technology

- AOC moving towards more modern system:
 - CCIS (Criminal Court Information System):
 - Web-based system, autofill entry
 - Components for :
 - Clerks (CCIS-CC)
 - DAs (CCIS-DA)
 - Public Defenders (CCIS-PD)
 - e-Courts project:
 - Intended to expand e-filing and ultimately replace court paper

CCIS-CC Screenshot

Pretrial	Disposition	Post Disposition	CCIS-CC Events	Monies	Forms	Secured
OFFENSES 1 of 1		Arraigned	5450 SPEEDING (T)	20-141(J1)	Speed/Zone:73/55	
01 (D) SPEEDING		Convicted	5441 NO OPERATORS LICENSE (T)	20-7(A)		
*MOD: JU		*Disposition Date: 01/06/2015		Today		
Plea: GL		Verdict: GU				
Convicted Offense: 5441		Text: NO OPERATORS LICENSE				
Offense Type: T		General Statute: 20-7(A)				
Offense Class: 2		Prior Record Points: 02				
BAC > .15		Conviction		<input type="checkbox"/> Domestic Violence <input type="checkbox"/> Victim's Rights Act (VRA)		
Speed:		Zone:				
Correction Reason:						
Disposition Reason:						
Other Special Conditions						
ACIS Special Conditions: 1. 2. 3. 4.						
OFFN DISPOSED File #: Citation: DL Number: Served Date: 10/30/2013 Court Date: 07/08/2014 Continued By: Court(00) Defense(05) State(00) NR(00) Offense Date: 10/30/2013 Disp Date: 01/06/2015 MOD: JU Plea: GL Verdict: GU C&F Date: OFA Date: Bond Details: CBF Date: OOF Date: FTA Date: 08/28/2014 FTA Comp: 01/06/2015 FTC Date: FTC Comp: DV Charged: VRA: CVR Eff Date: Blood Alcohol: Lead Case: Lead Offense: Microfilm #: Appeal Date: 02/24/2015 Appellate: Transfer Date: RM/TD Date: Updated By: Updated Date: 03/02/2015						
Court Official Details ▶ Sentence Details ▶ Probation Details ▶ Monetary Conditions Details ▶						

CCIS-CC Screenshot

Court Reporter: <input type="text"/>	
Sentence Details ▼	
Conviction Range: <input type="text"/>	
Sentence Type: ACTIVE	Advanced Supervised (ASR) Term: <input type="checkbox"/> <input type="text"/> months
Sentence Minimum: 3 MONTHS	Sentence Maximum: <input type="text"/> Disposition
In the Custody of: SHERIFF	Location: LEE COUNTY JAIL
<input type="checkbox"/> No Pretrial Jail Credit for this Sentence Pretrial Jail Time: <input type="text"/> Days Served <input type="text"/> Apply <input type="text"/> Days of Credit Towards: <input type="text"/>	
Consecutive (At the expiration of): <input type="text"/>	
Miscellaneous Details	
Child Abuse: <input type="checkbox"/>	Firearm Enhanced Penalty: <input type="checkbox"/>
Firearm Used or Displayed: <input type="checkbox"/>	Motor Vehicle Involved: <input type="checkbox"/> Commercial: <input type="checkbox"/>
Gang Related: <input type="checkbox"/>	
Provide DNA: <input type="checkbox"/>	Psychiatric and/ or Psychological Counseling: <input type="checkbox"/>
Register As A Sex Offender No Contact Order: <input type="checkbox"/>	Substance Abuse Treatment Recommended: <input type="checkbox"/>
Habitual Felon: <input type="checkbox"/>	Habitual Breaking and Entering: <input type="checkbox"/>
Work Release: <input type="text"/>	And Shall be Committed to: <input type="text"/>
Probation Details ▶	
Monetary Conditions Details ▼	
Bill of Costs will be updated with the selected fees as ordered by the court.	
Imposed Fine Only Sentence: <input type="checkbox"/>	
Civil Revocation Fee Paid: <input type="checkbox"/>	
Court Costs: 390.00	Not Waived/Not Remitted

CCIS-CC Screenshot

STATE OF NORTH CAROLINA

LEE COUNTY

CRIMINAL BILL OF COSTS

File Number:		In the General Court of Justice:	DISTRICT
Defendant Name:		Disposed/Court Date:	01/06/2015
Defense Attorney:	ATKINSON, SEASON	Clerk Name:	
Total:	\$390.00	Full Payment	
Surrender License:		Probation:	
		To Be Paid Date:	
		Assessment:	

Costs and Fines: CRTC			
Category	Receiver	Amount	GL Number
GCJF DISTRICT		\$127.05	21210
GCJF DISTRICT-LAA		\$2.45	21212
LEOB-RF		\$7.50	21700
LE CERT & TRAINING - DISTRICT		\$2.00	21705
TELEPHONE FEE DISTRICT		\$4.00	24681
MCF FEE		\$18.00	24450
CHAPTER 20 VIOLATION FEE DISTRICT		\$10.00	21820
SERVICE FEE	STATE HIGHWAY PATROL	\$5.00	22500
FACILITIES FEE DISTRICT	LEE COUNTY COURTHOUSE	\$12.00	22210
STATE DNA FEE DISTRICT		\$2.00	24322
FTA 20DF FEE DISTRICT		\$200.00	21211

NOTE: This bill of costs does not reflect amounts you may owe outside the criminal judgment, such as civil revocation fee or an administrative fee owed to another agency

AOC-CR-381-CCIS-CC, New 5/12, © 2012 Administrative Office of the Courts Page 1

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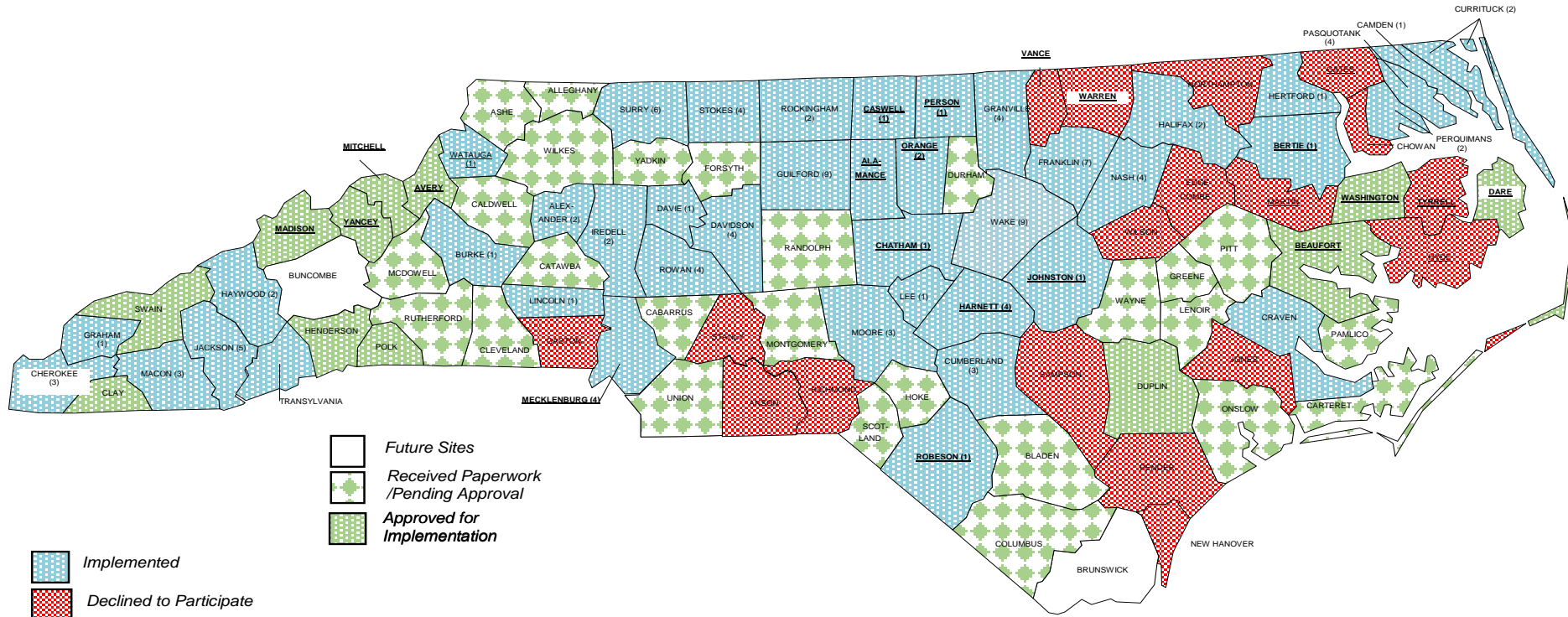
AOC Criminal Case Technology

- NCAWARE: Statewide warrant repository
 - Real-time web-based system
 - 10.4 million processes tracked in system
 - Launched in 2008 and implemented statewide in 2014
- e-Citation: Statewide electronic citation system
 - Launched 1999 as joint venture with SHP
 - Automatically transmits citation information to ACIS
 - 9.2 million citations processed since launch
 - First of its type in the nation
- DAS: Discovery Automation System
 - Electronic discovery for DAs from local law enforcement
 - Piloted 2008

AOC Criminal Case Technology

- payNCticket: online citation payment
 - Statewide rollout in 2010
 - 28.4 percent of waived offenses paid using payNCticket
- Magistrate Video Project
 - Video communications between magistrate and local law enforcement for criminal matters
 - Piloted 2012
 - Implemented in 39 districts and counties by June 30, 2014

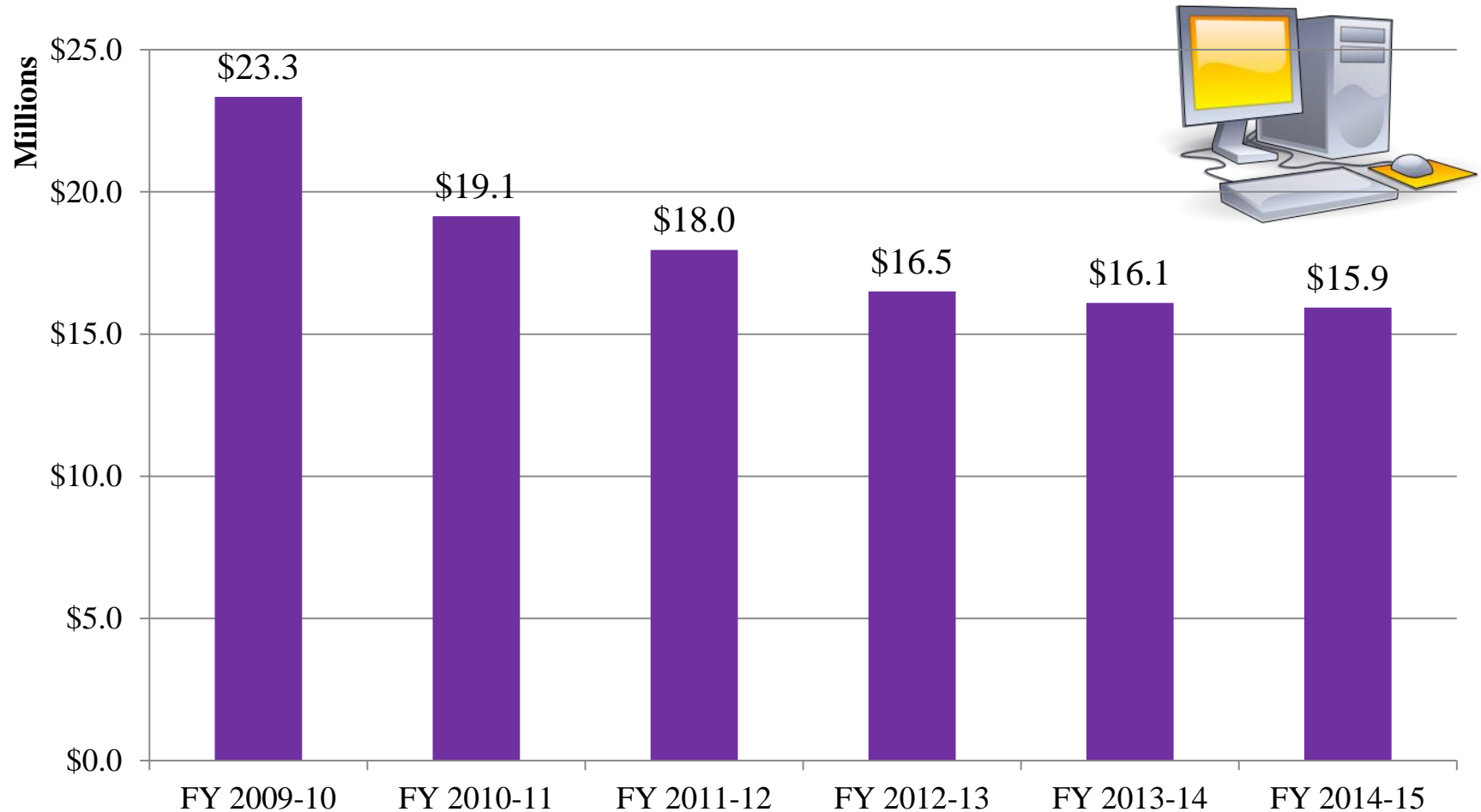
Magistrate Video Project, January 2015



AOC Technology

- Other technology systems supported by AOC:
 - VCAP (civil case processing system)
 - e-Filing:
 - Piloted 2009 in three counties without much success
 - Alamance County Domestic Violence Pilot in 2013
 - Provides better integration into system
 - CaseWise: civil case calendaring system
 - J Wise: juvenile case management system

AOC Technology Services Budget History



Source: Authorized Budget, December 31, 2014

Challenges with AOC Technology

- Lack of IT vision during 2000s
 - Many new systems built and integrated with existing systems
 - Legacy systems were not replaced
 - New systems cater to specific users, but no holistic approach
- AOC stagnations visible to the public (ACIS)
- AOC employees dealing with older technology
 - Fine for long-time employees, difficult for new hires
- Expensive to maintain
 - AOC has to find software engineers who can code in legacy mainframe languages



QUESTIONS?

