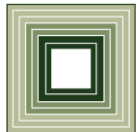


# The Administrative Office of the Courts: Technology

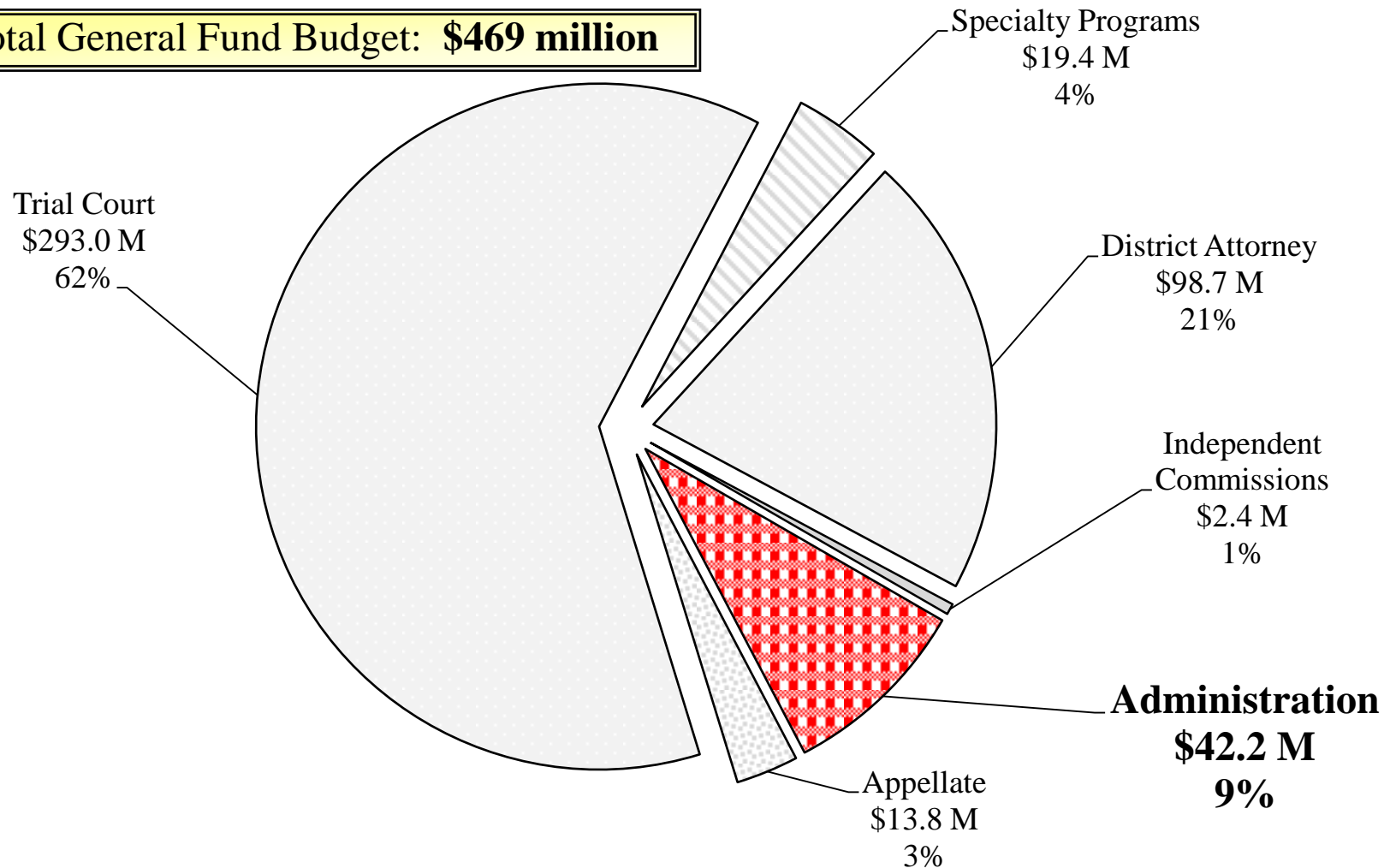
William Childs  
Fiscal Research Division  
March 4, 2015



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

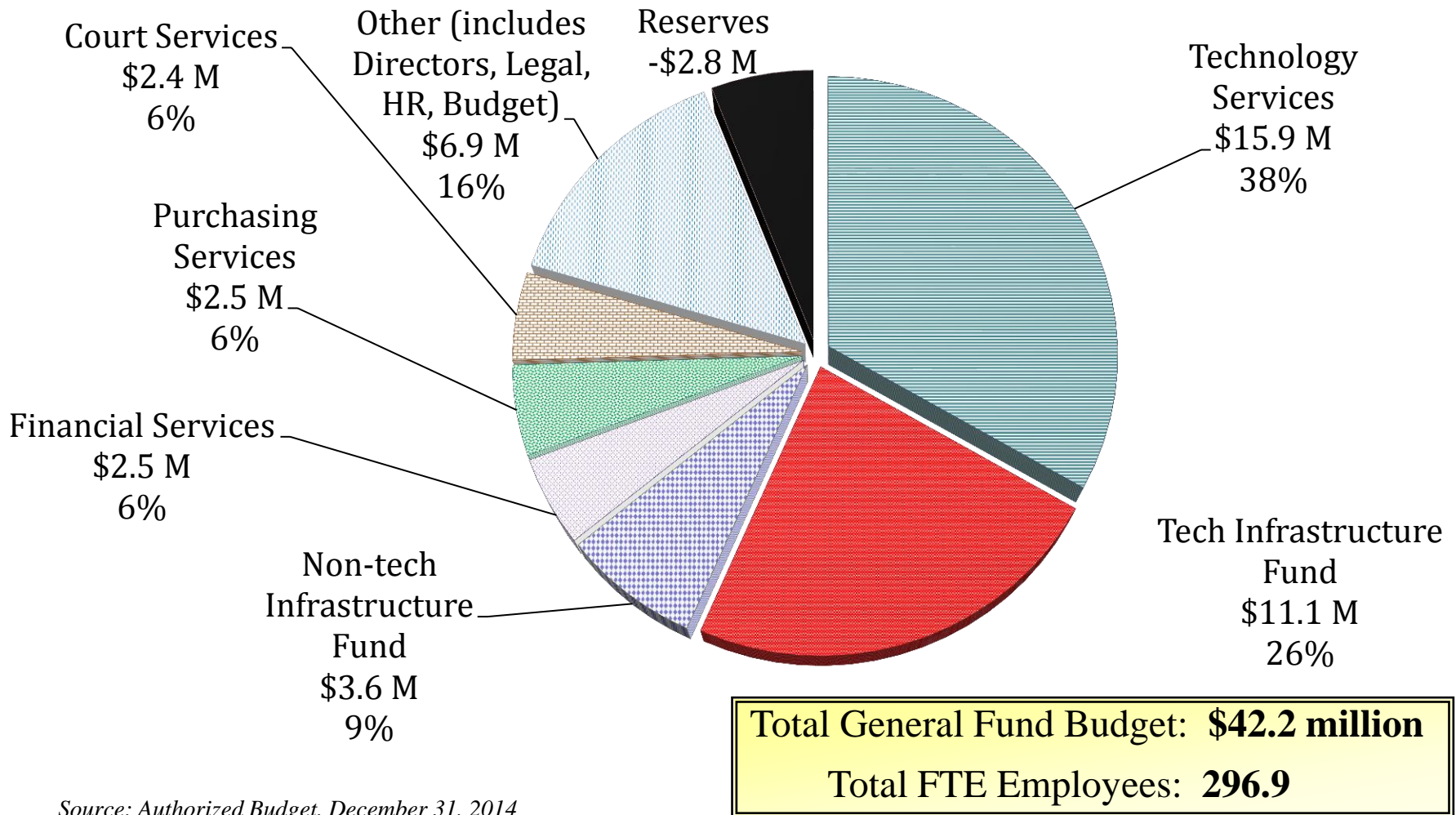
# AOC Budget By Program FY 2014-15

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

# Technology Services

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- 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

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- 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

418

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# Legacy System Facts

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- 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
  - **AOC has quality-control concerns with the process of entirely replacing ACIS with CCIS**
- 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

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- 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
<b>OFFENSES 1 of 1</b>		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.						
<b>OFFN DISPOSED</b> 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						
<a href="#">Court Official Details</a> ▶ <a href="#">Sentence Details</a> ▶ <a href="#">Probation Details</a> ▶ <a href="#">Monetary Conditions Details</a> ▶						

Source: AOC

# CCIS-CC Screenshot

Court Reporter: <input type="text"/>	
<b>Sentence Details</b> ▾	
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"/> <small>Disposition</small>
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"/>	
<b>Miscellaneous Details</b>	
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"/>
<b>Probation Details</b> ▶	
<b>Monetary Conditions Details</b> ▾	
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

Source: AOC

# CCIS-CC Screenshot

STATE OF NORTH CAROLINA

LEE COUNTY

## CRIMINAL BILL OF COSTS

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

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

03/02/2015 01:36:22 PM

Source: AOC

# AOC Criminal Case Technology

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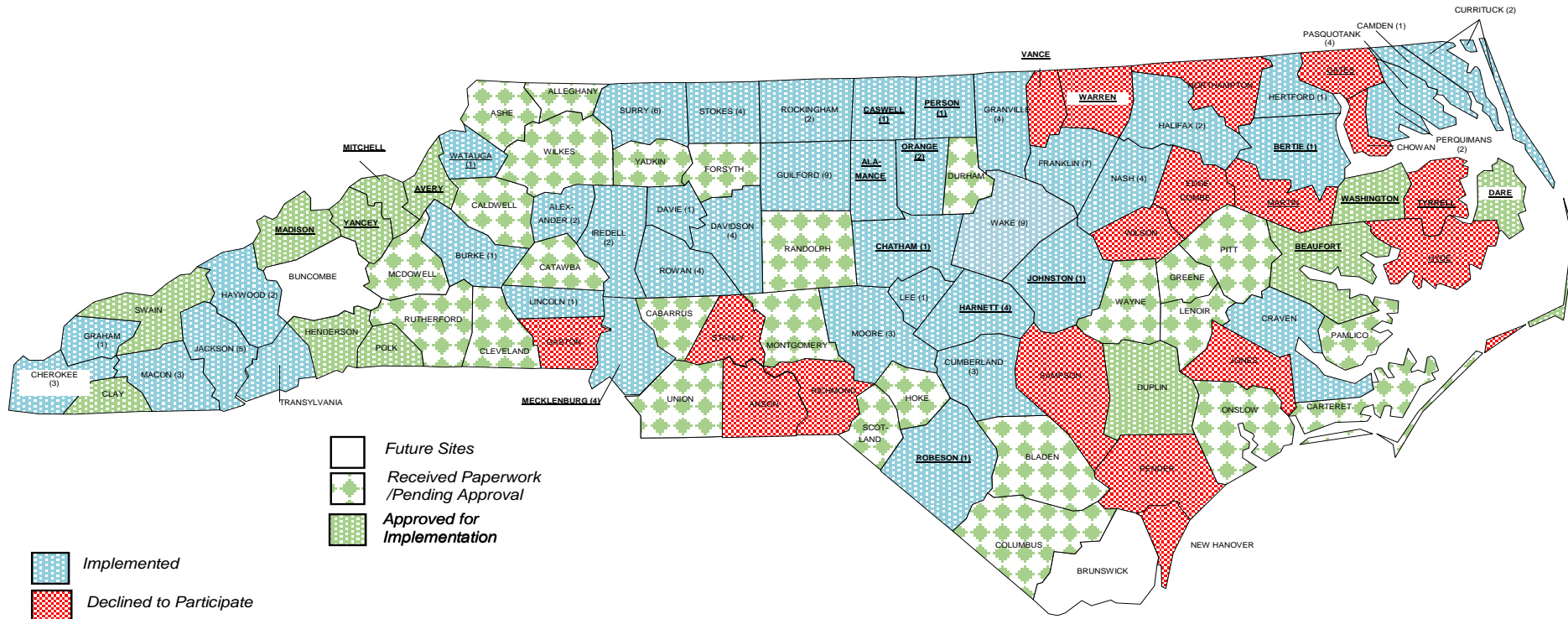
- NCAWARE: Statewide warrant repository
  - Real-time web-based system
  - 10.4 million processes tracked in system
  - Launched in 2008 and implemented statewide in 2014
- e-Citation: Statewide electronic citation system
  - Launched 1999 as joint venture with SHP
  - Automatically transmits citation 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

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- 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



Source: AOC

# AOC Technology

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- 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

Locations: 250+  
Courtrooms: 540+  
IT Components: 25,000+

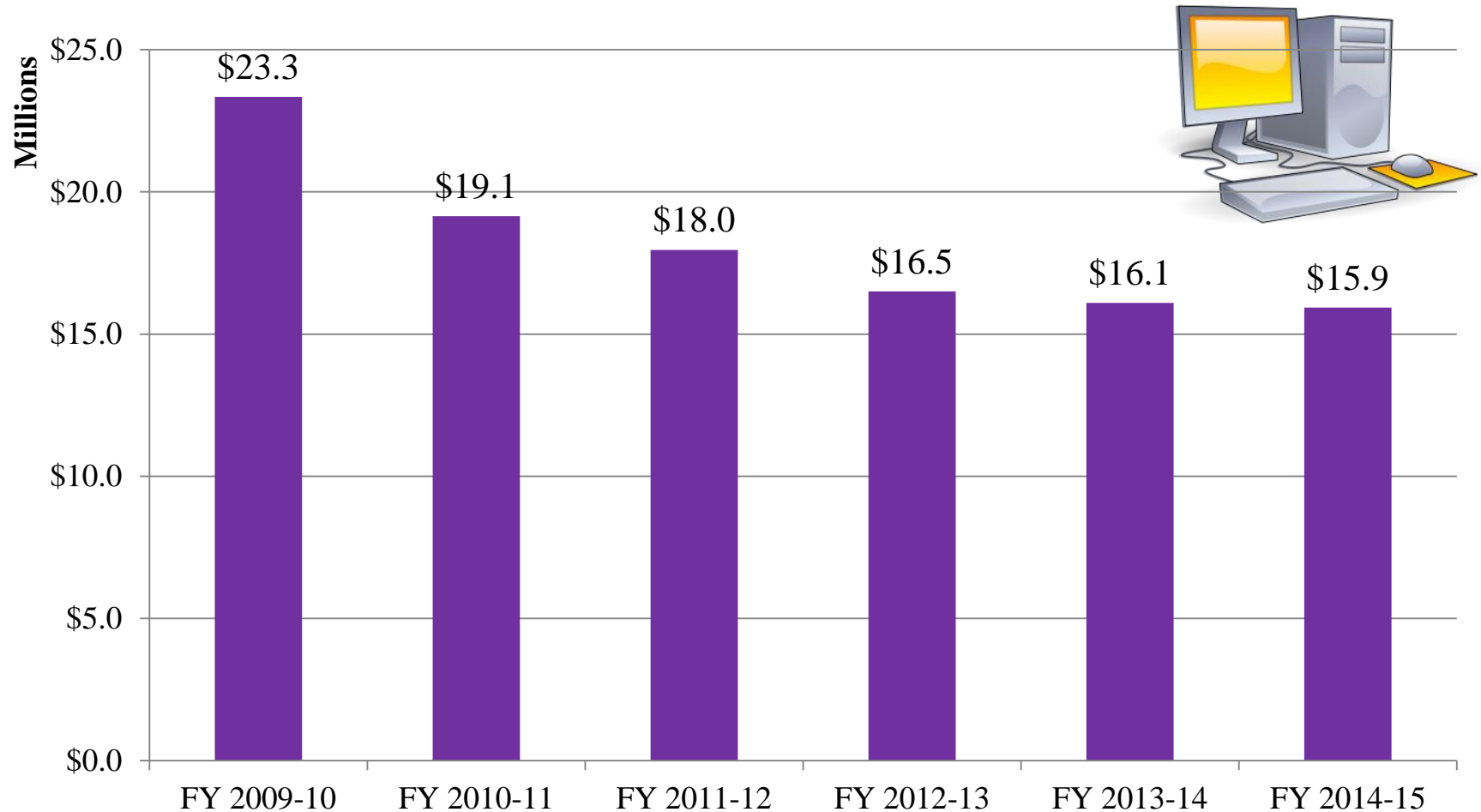


- 9,500+ PCs, monitors, mice, etc.
- 9,300+ telephones
- 4,900+ printers
- 100+ local servers
- 250+ network circuits
- 420+ public access terminals
- Many faxes, routers, switches, copiers, etc.

*Source: AOC*



# AOC Technology Services Budget History



Source: Authorized Budget, December 31, 2014

# Challenges with AOC Technology

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- 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?

