



NORTH CAROLINA  
ADMINISTRATIVE OFFICE  
*of the* COURTS

## **Criminal Case Information System for Public Defenders**

[Section 18B.10 of S. L. 2013-360, as amended by Section 18A.2 of S.L. 2014-100]

Technology Services Division

July 1, 2015





## Introduction

Section 18B.10 of S. L. 2013-360, as amended by section 18A.2 of S.L. 2014-100, provides as follows:

### **FINAL REPORT ON CRIMINAL CASE INFORMATION SYSTEM**

**SECTION 18A.2.** Section 18B.10 of S.L. 2013-360 reads as rewritten:

**"SECTION 18B.10.** The Administrative Office of the Courts, in consultation with the Office of Indigent Defense Services, shall use the sum of three hundred fifty thousand dollars (\$350,000) in funds available to the Administrative Office of the Courts for the 2013-2015 fiscal biennium and the sum of three hundred fifty thousand dollars (\$350,000) in funds available to the Office of Indigent Defense Services for the 2013-2015 fiscal biennium to develop or acquire and to implement a component of the Department's criminal case information system for use by public defenders no later than February 1, 2015. The Administrative Office of the Courts shall make an interim report on the development and implementation of this system by February 1, 2014, and a final report on the completed implementation of the system by July 1, 2015, to the Chairs of the Joint Legislative Oversight Committee on Justice and Public Safety and to the Chairs of the House of Representatives Appropriations Subcommittee on Justice and Public Safety and the Senate Appropriations Committee on Justice and Public Safety."

The North Carolina Administrative Office of the Courts (NCAOC) respectfully submits this project status report pursuant to the legislative mandate.

## Evaluation of Options

NCAOC began working with the Office of Indigent Defense Services (IDS) in June of 2013 to determine IDS's business and technical requirements for a system to replace its current case management system, CMS-PD. By September 2013, the requirements were collectively defined and set out in a Request for Information (RFI) soliciting vendor response to identify a suitable commercial solution that would fall within the cost constraints of the project. Based on evaluation of RFI responses, three vendors were invited to present their product solutions in February of 2014.

NCAOC and IDS evaluated proposed solutions from March to July 2014, and developed estimates for the infrastructure requirements of the proposed solutions. In August of 2014, IDS eliminated two vendor proposals because the products did not provide the features and flexibility required. The third vendor withdrew its bid, citing an inability to deliver the requested enhancements needed to meet IDS's requirements. By October 2014, the RFI officially was closed and no external solutions had been identified. At that point, NCAOC and IDS determined that the best option for replacing CMS-PD was to have NCAOC's Technology Services Division (TSD) develop a custom solution for IDS.



## Recommendation

The recommended TSD solution included utilizing the existing Criminal Case Information System for District Attorneys (CCIS-DA) as a foundation upon which to build a new system customized to meet the needs of public defenders. The new Criminal Case Information System for Public Defenders (CCIS-PD), like CCIS-DA, would allow access from any PC connected to the NCAOC network, thus dramatically improving system maintenance and user support capabilities. Other benefits to be realized from the new system would include the following:

- Automatic, real-time case information updates from the Automated Criminal Infraction System (ACIS) rather than the overnight batch processing currently utilized by CMS-PD;
- Updated hardware, software, and operating systems;
- A centralized public defender database that would allow more efficient and faster statewide reporting; and
- Improved disaster recovery as a result of centralized backup capabilities.

In November 2014, TSD reviewed the above recommendation with IDS and agreed on scope and requirements to be addressed in Release 1.0. IDS accepted the TSD recommendation and both parties agreed to move forward with the project.

## Project Scope and Budget

Recognizing the urgency of replacing the legacy CMS-PD, IDS and TSD agreed that the initial release of CCIS-PD, Release 1.0, would include all functionality currently provided by CMS-PD, but would not include the enhancements identified by IDS and public defender offices during the vendor requirements phase. Those enhancements, which will include tools for statewide reporting, new case grouping functionality, conflict checking, workflow and tracking features, automatic emailing of documents and alerts, and several new fields for improved classification of attorneys and events, will be added in a series of releases to coincide with the statewide rollout of CCIS-PD, scheduled for July 2015 through June 2016.

The projected cost for development of the initial phase of the project, CCIS-PD Release 1.0, was \$331,000. The current estimated cost of the statewide rollout and the additional enhancements requested by IDS is \$421,000, excluding IDS's future personnel costs related to ongoing support and maintenance of the system.

In order to contribute its mandated share of the project cost, TSD and IDS agreed that IDS would hire one senior developer and one senior analyst to help build, support, and enhance CCIS-PD going forward. IDS filled these full-time, permanent positions in April 2015, at an



annualized cost of \$220,854. Both employees now have been trained and are fully contributing to the project.

### **Project Timeline**

- November 2014: TSD begins to build CCIS-PD Release 1.0.
- December 2014 – January 2015: TSD completes project planning, detailed requirements, and the design phases for the project, targeting implementation in the first public defender office by July 2015 and statewide rollout by June 2016.
- February – March 2015: TSD begins coding, starts development of a training manual, completes user acceptance test scripts, and finalizes a statewide rollout schedule.
- April– May 2015: TSD completes coding of CCIS-PD, begins system testing, and completes first draft of the training manual. IDS hires two technology employees as dedicated resources for CCIS-PD.
- June 2015: TSD completes system testing with minimal defects (0.2% error rate), and NCAOC's Court Services Division (CSD) completes quality control testing. Representatives from the public defender offices in Durham, Forsyth, Guilford, New Hanover, Orange, and Wake counties participate in user acceptance testing. TSD finalizes the training manual and begins preparations for implementation in Forsyth County in July 2015.

### **Summary**

TSD began developing a customized case management solution for IDS in November 2014, after no commercial vendor responded to the RFI with an affordable solution. The project remains on budget and on schedule to begin production implementation in Forsyth County in early July 2015. Statewide implementation is expected to be completed by June 2016, at an estimated total cost of \$421,000.