



NORTH CAROLINA  
ADMINISTRATIVE OFFICE  
*of the* COURTS

## **Criminal Case Information System for Public Defenders (CCIS-PD)**

[Section 18B.10 of S. L. 2013-360, as amended by Section 18A.2 of S.L. 2014-100 and Section 18B.3 of S.L. 2015-241]

Technology Services Division  
July 1, 2016





## Introduction

Section 18B.10 of S. L. 2013-360, as amended by Section 18A.2 of S.L. 2014-100 and Section 18B.3 of S.L. 2015-241, provides as follows:

**"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, 2016. The Administrative Office of the Courts shall make quarterly reports on the development and implementation of this system including costs, milestones, and performance measures, and a final report on the completed implementation of the system by July 1, 2016, to the Chairs of the Joint Legislative Oversight Committee on Justice and Public Safety and to the Chairs of the House of Representatives and Senate Appropriations Subcommittee Committees on Justice and Public Safety and the Senate Appropriations Committee on Justice and Public Safety."

The North Carolina Administrative Office of the Courts (NCAOC), in consultation with the Office of Indigent Defense Services (IDS), respectfully submits this final quarterly project status report pursuant to the legislative mandate.

## Project Objectives

The Criminal Case Information System for Public Defenders ("CCIS-PD) mitigates the risks and eliminates the performance and support issues associated with legacy CMS-PD by providing a centralized, Web-based application supported by a centralized DB2 database. After initial implementation, NCAOC worked with IDS and public defenders to develop key system enhancements aimed at reducing workload and improving efficiency. Those enhancements 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.

## Project Approach and Timeframe

North Carolina has 17 public defender districts comprising 31 counties. Development and implementation of the new case management system to all of the districts included two phases, with a targeted completion date of July 1, 2016.



The first phase included development of CCIS-PD Release 1.0 and deployment to one public defender district by August 2015, which was completed on time. The second phase of the project included statewide implementation and training for public defenders, with a targeted completion date of July 2016. NCAOC followed an implementation schedule for each of the counties in the public defender districts, as detailed in Table 1 below.

**Table 1. CCIS-PD Statewide Implementation Schedule**

| #  | Public Defender Districts<br>(17 Districts / 31 Counties)                   | Go Live<br>Target Date | Status   | Date Completed     |
|----|-----------------------------------------------------------------------------|------------------------|----------|--------------------|
| 1  | District 21 (Forsyth)                                                       | July 20, 2015          | Complete | July 20, 2015      |
| 2  | District 14 (Durham)                                                        | August 3, 2015         | Complete | August 3, 2015     |
| 3  | District 29B (Henderson, Polk, Transylvania)                                | August 31, 2015        | Complete | August 31, 2015    |
| 4  | District 28 (Buncombe)                                                      | September 21, 2015     | Complete | September 21, 2015 |
| 5  | District 27A (Gaston)                                                       | October 5, 2015        | Complete | October 5, 2015    |
| 6  | District 15B (Chatham, Orange)                                              | October 19, 2015       | Complete | October 19, 2015   |
| 7  | District 10 (Wake)                                                          | November 9, 2015       | Complete | November 9, 2015   |
| 8  | District 12 (Cumberland)                                                    | January 11, 2016       | Complete | January 11, 2016   |
| 9  | District 16B (Robeson)                                                      | January 25, 2016       | Complete | January 25, 2016   |
| 10 | District 18 (Guilford)                                                      | February 8, 2016       | Complete | February 8, 2016   |
| 11 | District 5 (New Hanover)                                                    | February 22, 2016      | Complete | February 22, 2016  |
| 12 | District 3B (Carteret)                                                      | March 7, 2016          | Complete | March 7, 2016      |
| 13 | District 3A (Pitt)                                                          | March 21, 2016         | Complete | March 21, 2016     |
| 14 | District 1 (Camden, Chowan, Currituck, Dare, Gates, Pasquotank, Perquimans) | April 11, 2016         | Complete | April 11, 2016     |
| 15 | District 2 (Beaufort, Hyde, Martin, Tyrrell, Washington)                    | April 25, 2016         | Complete | April 25, 2016     |
| 16 | District 16A (Scotland/Hoke)                                                | May 31, 2016           | Complete | May 31, 2016       |
| 17 | District 26 (Mecklenburg)                                                   | June 13, 2016          | Complete | June 13, 2016      |

Phase 2 also included development of key enhancements to the system which were delivered in a series of major releases on October 30, 2015 (Release 2.0), February 12, 2016 (Release 3.0), and June 3, 2016 (Release 4.0). TSD completed implementation of Phase 2 on June 13, 2016 when Mecklenburg County began using the system. CCIS-PD now is available to public defenders statewide.

### Project Cost

The projected cost for development of the initial phase of the project, CCIS-PD Release 1.0, was \$331,477. The estimated cost of the statewide rollout, training, and additional enhancements requested by IDS was \$656,127. 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 hired both positions in March of 2015, at an annualized cost of \$220,854, including salary and benefits.

As indicated in Table 2 below, Phase 2 of the project was completed ahead of the original target date of July 1, 2016.

**Table 2. Project Costs**

| <b>Phase 1<br/>Completed 7/20/2015</b>                                   | <b>Projected Cost</b> | <b>Actual Cost</b> |
|--------------------------------------------------------------------------|-----------------------|--------------------|
| Develop CCIS-PD Releases 1.0 and implement in one district by 08/01/2015 | \$331,477             | \$325,908          |
| <b>Phase 2<br/>Completed 6/13/2016</b>                                   | <b>Projected Cost</b> | <b>Actual Cost</b> |
| Roll out CCIS-PD and train public defenders and staff statewide          | \$656,127             | \$573,155          |
| Deliver key enhancements in three major releases                         |                       |                    |
| <b>TOTAL PROJECT</b>                                                     | <b>\$987,604</b>      | <b>\$899,063</b>   |

### **Summary**

Both Phase 1 and Phase 2 of the project were completed on time, with a total project cost of \$899,063.00. All public defenders statewide now have access to CCIS-PD, and TSD continues to monitor the system to identify issues and recommendations for improvement. Feedback on the project from public defenders and IDS has been extremely positive.

