

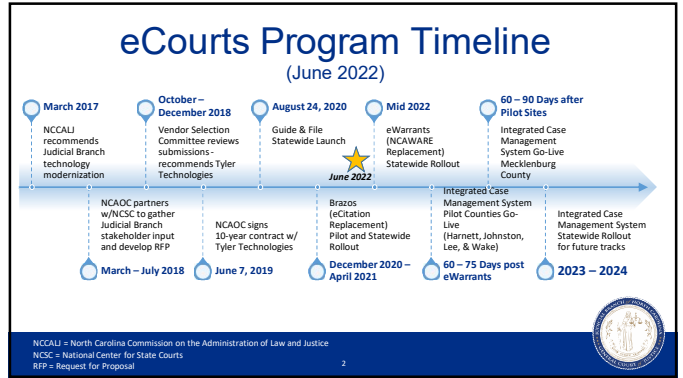
eCourts

EXPANDING ACCESS TO JUSTICE

eCourts Update

June 2022

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Next Step eWarrants

- Go-live date will be announced approximately 3 weeks prior to implementation
- Pilot Integrated Case Management System (ICMS) go-live date will be set once eWarrants date is known

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NCAWARE Replacement Training

- In late May, training begin with Law Enforcement Training to allow time for their trainers to train end users
- Training for Clerks and Magistrates started June 6
- Virtual and In person approaches:
 - In person: NCJC, Forsyth Training Centre, Asheville, Charlotte
 - eWarrants for Clerks and eWarrants for Magistrates
 - Virtual: WebEx
 - eWarrants for Clerks, eWarrants for Magistrates, eWarrants for Law Enforcement
 - Video recording for eWarrants Inquiry Only
 - Video recording for Law Enforcement
 - Video recording for Probation Officers

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NCAWARE Replacement Training

- As of 6/20/2022, training registrations:

	LEO	Clerks	Magistrates
Total Sessions Opened	52	74	43
Webex	52	40	16
In-person	N/A	36	27
Sessions Yet to be opened	N/A	4	0
Total # Registrations	653	767	552

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eWarrants

- **POST GO-LIVE SUPPORT**
 - NCAOC Help Desk current staff = 17 level-one, 3 level-two, 3 supervisors and 1 manager; To provide 24-hour statewide support for all counties
 - ATS current staff = 29 field engineers, 5 supervisors, 1 manager for statewide support for all counties
 - BAPM plans to provide 24-hour *onsite* support in 9 high volume counties (Mecklenburg, Wake, Guilford, Forsyth, Cumberland, Durham, Gaston, Buncombe, and New Hanover)
 - BAPM plans to provide 24-hour *remote* support that includes a blend of phone, email, and technology that will allow shared screens to assist in troubleshooting issues



Odyssey Rollout Plan (as of June 2022)

- Multiple tracks/phases for statewide rollout
 - “Big bang” rollouts of all case types at the same time
- Rollout Plan is for Odyssey and eFiling
- *When pilot counties go live, we all go live (at least for inquiry)*



eFiling

- Goes live when a district goes live with Odyssey Case Manager
- Mandatory for attorneys; optional for self-represented litigants
- File & Serve – for use when filers have prepared their filings
- Guide & File – helps filers prepare certain filings
- End user training/resources—including for attorneys—will be available two months before ICMS pilot counties are implemented
- On-line resources, remote training, and in-person training (for pilot counties) will be offered for eFiling



Odyssey Rollout Plan

