



ICMS Project Kick-Off

November 2019

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Soliciting a Vendor Solution

- National Center for State Courts (NCSC) project team engaged, met with stakeholders, developed business requirements, assisted in drafting a *Request for Proposals* (RFP)
 - Worked successfully with other jurisdictions to select and implement integrated case management systems (ICMS)
 - Brought a unique perspective and understanding of national best practices
- March – May 2018
 - Conducted 40+ meetings with internal and external stakeholders to gather business requirements for system to be incorporated into the RFP
 - 8 locations across the state



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Gathering the Business Requirements

- Multiple regional sessions with:
 - Clerks of Superior Court
 - Judicial Staff/Court Managers
 - District Court Judges
 - Superior Court Judges
 - Magistrates
 - District Attorneys – Elected and staff
 - Indigent Defense Services
- Sessions also held with:
 - Dispute Resolution Commission
 - Sheriffs / Chiefs of Police
 - Department of Public Safety
 - Department of Motor Vehicles
 - Indigent Defense Services
 - Custody Mediation
 - Guardian ad Litem
 - Language Access Services
 - Private Attorneys
 - Select NCAOC Staff



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Procurement Process Timeline

- August 2018 – RFP posted, vendor questions due to AOC
- September 2018 – AOC response to vendor questions posted
- October 2018 – Proposals due
- October – November 2018 – Vendor Selection Committee evaluations
 - Superior Court Judge, District Court Judge, District Attorney, Public Defender, Trial Court Administrator, District Court Trial Court Coordinator, two Clerks of Superior Court, four NCAOC staff.
- December 2018 – finalist vendor demonstrations and Committee recommendation(s) to NCAOC Director
- June 7, 2019 – NCAOC Interim Director McKinley Wooten signed contract with Tyler Technologies



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Highlights of Contract

- Include case management and e-filing for all case types
- Software hosting in the cloud; NCAOC mainframe will be retired
- Configuration and statewide rollout will take approximately five years
- Configuration of system to meet North Carolina's specific needs will take approximately 21 months
- Pilot counties will go-live in approximately 21-24 months
- There will be a total of twelve tracks/phases for statewide rollout
 - "Big bang" rollouts of all case types at the same time
- The term of the contract is for ten years



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Governance

eCourts Advisory Committee

Clerk	Todd Tilley, Perquimans County	Cindy Casteen, Assistant Clerk, Onslow County
District Court Judge	Susan Burch, District Court Judge, District 18	Triffany Whitfield, District Court Judge, Cumberland County
Superior Court Judge	Allen Badolour, Superior Court Judge, District 15B	Adam Conrad, Special Superior Court Judge, Business Court
Judicial Staff	Tonya Colby, Superior Court TCA, District 5	Sharon Orr, District Court TCC, District 29B
District Attorney	Lorin Freeman, District Attorney, Wake County	Anneatha James, Assistant District Attorney, District 5
Public Defender	Jennifer Harjo, Public Defender, New Hanover County	
Magistrate	Philip Coates, Magistrate, Nash County	
Wake County	Paul Ridgeway, Senior Resident Superior Court Judge, District 10	
Mecklenburg County	Began Miller, Chief District Court Judge, Mecklenburg	

- This Committee will be responsible for advising on configuration conflicts among working groups, recruiting subject matter experts for working groups, and for helping keep their constituent groups informed.



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Preparing for ICMS

- Network Project – implementation of hybrid (Cloud) network expanding Internet bandwidth, enhancing network security, expanding court facility wireless, enhancing court facility video conference capabilities
- Identity and Access – implementation of mobility access via secure technologies for SaaS, implementation of a Single Sign-On portal to (O365/Odyssey/eFile) via Azure AD
- O365 – Allows for integration with Odyssey – Outlook (court calendaring), Word (Forms), and other potential applications
- Court Facility infrastructure upgrades – Will replace current Credit Card Receipting devices with true POS devices, add eSignature pads, replacing monitors with larger HD monitors to view ICMS



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ICMS Project Kick-Off
North Carolina Administrative Office of the Courts



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Tyler Implementation Agenda



- **Why** Tyler
- Contract **Highlights**
- Managing **Change**
- **Resource** Needs
- **Next** Steps
- Tyler's **Maturity Model**

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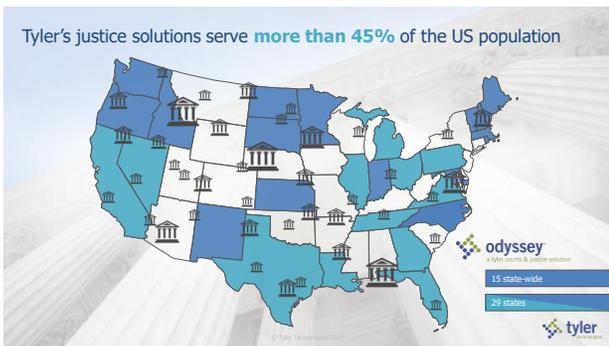
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Evergreen Perpetual Licensing Philosophy



Always have the latest, **most recent version** of the software

Enhancements made by others are **rolled into the software**

Client Executive and **Client Success Account Manager** assigned to North Carolina



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Contract Highlights



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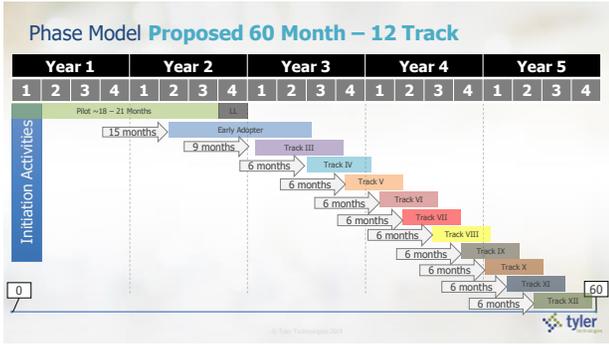
Contract Highlights

 Case Manager	 Judge Edition
 Financial Manager	 Clerk Edition
 Attorney Manager	 File and Serve Guide and File
 Portal	

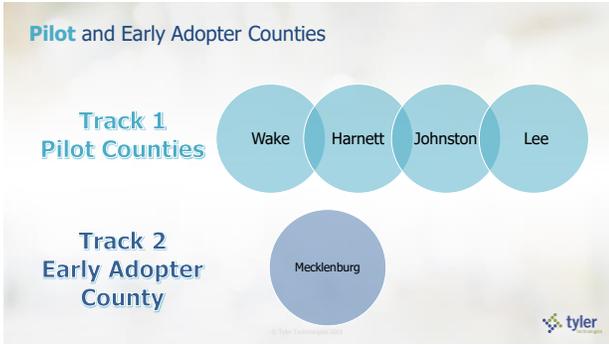
12 Track Approach
Estimated **5-year** Project



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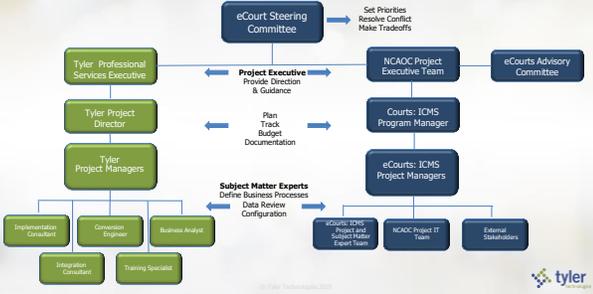
Managing the Challenge of Change

Typical Challenge: Users tend to be more comfortable attempting to make the software fit the existing processes versus exploring different ways of conducting business with the new application



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Profiles for Successful Governance



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Questions & Answers



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