


eCourts
EXPANDING ACCESS TO JUSTICE



eCourts Initiatives
February 2021

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Odyssey Procurement and Implementation overview




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Procurement Process Timeline

- In 2016, NCAOC commissioned an independent strategic report to provide a technology transformation roadmap.
- The North Carolina Commission on the Administration of Law and Justice, convened by Chief Justice Mark Martin, recommended in a 2017 report that the Judicial Branch replace outdated mainframe-based applications with modern software and cloud technology.
- NCAOC engaged the National Center for State Courts (NCSC) project team to meet with stakeholders, develop business requirements, and assist in drafting a *Request for Proposals (RFP)*.



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Procurement Process Timeline

- The RFP team, with substantive input from Judicial Branch stakeholders:
 - 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 throughout the state to gather business requirements for the system to be incorporated into the RFP.



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Procurement Process Timeline

- In August 2018, NCAOC posted an RFP and set the proposal deadline for October 2018.
- October – November 2018 – Vendor Selection Committee evaluations
 - Selection Committee: 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.
- Winter/Spring 2019 – vendor selection and final negotiations
- June 7, 2019 – NCAOC signed contract with Tyler Technologies



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Highlights of Contract

- Includes case management and efilings for all case types.
- Software hosting in the cloud; NCAOC mainframe will be retired.
- 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.

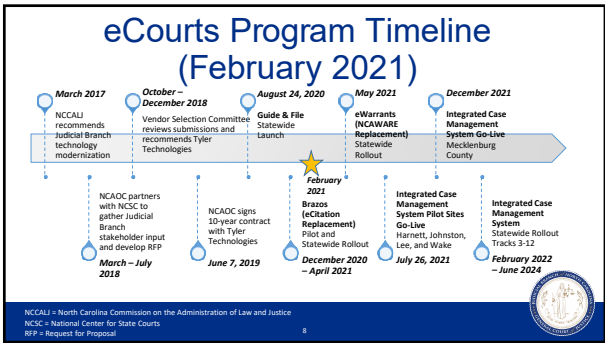


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eCourts Program Update



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eCourts Guide & File – An Online Service

- Guide & File went live August 2020
- Self-help resource for North Carolinians – Attorneys and Non-Attorneys
- Interactive online tool
 - Free
 - Convenient
- Step-by-Step interviews developed by licensed attorneys who practice in the relevant areas
- Print completed forms ready for filing

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eCourts Guide & File – An Online Service

- Provides next steps information for litigants
- Precursor to eFiling implementation
- Immediate benefit to Court Staff
 - Reduced time answering questions
 - Manages expectations re: legal information vs. legal advice
 - Reduced foot traffic in the courthouse if filing is accomplished in one visit
 - Printed forms are complete, legible, and ready to file



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eCourts Guide & File – Current Options

- Absolute Divorce
- Petition to Proceed as an Indigent
- DV Protective Order
- Motion to Claim Exempt Property
- Probate
 - Year's Allowance
 - Summary Administration
 - Small Estate Administration
- Small Claims
 - Money Owed
 - Repossession of Personal Property
- Summary Ejectment
 - Complaint
 - Answer and Counterclaims
 - Appeal to District Court
- Adult Name Change



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Brazos eCitation

- Cloud hosted SaaS eCitation solution providing high availability and 24x7 support to court officials and law enforcement.
- Fully automated citation process providing additional advantages for the court system, law enforcement agencies and other partners, such as supporting alternative device types in the future (e.g. tablets).
- Integrated design framework via APIs between Brazos and agencies' records management systems.



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Brazos eCitation

- NCAOC will continue to provide the software at no charge, and law enforcement agencies will continue to provide officer equipment.
- Advances organizational objectives to retire legacy NCAOC applications and move from a “build” to a “buy” organization.



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Brazos eCitation – Phase I

- Phase I: Pilot (underway) – *Tickets have been successfully issued using Brazos.*
 - Pilot Agencies:
 - State Highway Patrol
 - Alcohol Law Enforcement
 - Raleigh Police Department
 - Guilford County DWI Task Force
 - Johnston County Sheriff’s Office



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Brazos eCitation – Future

- Phase II
 - Phased rollouts to remaining agencies
- Phase III
 - Integration with Odyssey ICMS Case Manager and NCAWARE Replacement



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NCAWARE Replacement

- Cloud solution replacement of NCAWARE functionality which integrates with eCourts solution
- Interfaces with DMV, DPS, Corrections, CJLEADS and Law Enforcement agencies to streamline data collection and provide data to law enforcement and magistrates
- Interfaces with Mecklenburg Arrest Processing System



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NCAWARE Replacement

- Standard warrant functionality – printing, record return of service, issue release order and orders for arrest
- Warrants handled electronically from issue to approval/denial
- Repository for searching warrants via several criteria
- Status tracking of warrants



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Odyssey Opportunities

- One case file
 - Consolidated for data entry and data storage
 - Similar practical outcomes reflected similarly in statistical reports
 - Allow for online and in-person resolution
 - Does NOT affect workload formula calculations, since they are based on defendants
- eCitation utilization
 - Allows for timely online resolution
 - Reduces burden on Clerk of Court for scanning
 - Reduces burden on system for storage



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