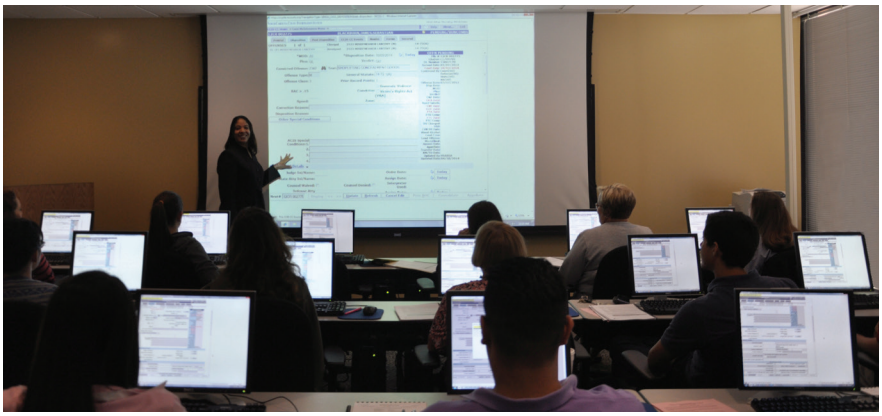
North Carolina Administrative Office of the Courts

COURT SERVICES



The North Carolina Administrative Office of the Courts (NCAOC) Court Services Division (CSD) is responsible for providing recordkeeping guidelines and training and support to the state's trial courts. CSD offers training and 24x7x365 support to the Judicial Branch's nearly 7,000 employees who use its electronic records applications. Tasks that we perform to support the state's court functions are:

- Manage statewide implementation of new and enhanced automation systems training
- Offer quarterly classes and webinars
- Conduct site visits
- Respond to procedural and technical Help Desk calls
- Design judicial forms and respond to forms-related inquiries and change requests
- Promulgate the clerks of superior court rules of recordkeeping and retention, maintain microfilmed records, approve destruction of certain types of paper court records and process expunctions
- Set up courtroom recording devices and remote video witness testimony units, assist in use of remote interpretation services and advise on evidence handling
- Train magistrates in creating digital images to be included on warrants for arrest
- Serve as the NCAOC liaison with the state's Emergency Response Team and with the Department of Cultural Resources and State Archives
- Offer county support to develop local emergency response plans and provide emergency training of new staff
- Coordinate NCAOC training and conferences that take place in Raleigh and throughout the state. Provide video recording, webinars, and other audiovisual aids
- Offer workflow studies to county offices seeking improved efficiency and file security
- Offer jury management support to clerks of court and judicial support staff

SERVICES HIGHLIGHTS

Computer applications supported

Child support enforcement system (SES)
Civil case management (CaseWise)
Civil, estates, and special proceedings index (VCAP)
Criminal and infractions case index (ACIS, CCIS-CC)
Criminal Case Management System (CCIS-DA, CCIS-PD)
Discovery Automation System (DAS)
eFiling
Judgment abstracting
Juvenile index and case management system (JWise)
Leave Tracking System (BEACON)
Microsoft Windows applications
N.C. Warrant Repository System (NCAWARE)
payNCticket
Outlook email application
Worthless check program

Technical needs supported

Digital recording of court sessions
Scanning/microfilming of paper files
Fingerprint tracking
Evidence handling
Disaster preparedness
Interfacing with other North Carolina agencies:
- Division of Motor Vehicles (DMV)
- State Bureau of Investigation (SBI)
- Division of Social Services (DSS)
- North Carolina State Archives

Clerk of superior court procedural matters
Improved workflow and file security
Jury management

WHO WE ASSIST

Court Officials

Judges, clerks of superior court, magistrates, district attorneys, public defenders, and Guardian ad Litem and judicial support staff

Agencies

State Highway Patrol, sheriffs, local law enforcement, North Carolina departments of Public Safety, Insurance, Public Instruction, Health and Human Services, North Carolina Division of Motor Vehicles, and other agencies that interface with NCAOC computer applications.

Public

Litigants, attorneys, the media, and other users of NCAOC forms and inquiry access

Providing training, assistance, and support to the trial courts and to Judicial Branch officials so that they may better serve all people of North Carolina through a unified court system

ABOUT COURT SERVICES

SERVICE / PROJECT	BRIEF DESCRIPTION
Judicial official and court staff support	■ Assist in statewide rollouts ■ Provide instructors for more than 65 classes offered throughout the year ■ Provide webinars and onsite support to improve understanding of changes in applications, laws, or financial procedures ■ Set up digital recording, interpreting, and remote video testimony equipment ■ Serve as NCAOC liaisons at county and district level meetings
Automation implementation	■ Contribute to NCAOC's development of new computer applications ■ Test new computer applications ■ Create training materials ■ Manage rollout schedules ■ Present in-class or webinar training ■ Offer up to 24x7x365 onsite support during go-live weeks ■ Follow up after implementation to address additional concerns
Procedural Help Desk	■ Offer immediate procedural and application assistance to clerks of superior court ■ Conduct statewide surveys
Recordkeeping, retention, and expunction guidelines and processes	■ Promulgate the clerks of superior court rules of recordkeeping and retention schedule ■ Maintain a confidential expunction database and process expunctions ■ Serve as NCAOC liaison with Department of Cultural Resources ■ Process destruction of particular types of court files ■ Process manually reported statistics and corrections to automated statistical systems
Micrographics	■ Scan and microfilm records ■ Conduct quality assurance of records scanned by county staff ■ Maintain backup copies of counties' microfilmed or scanned records ■ Retrieve and email microfilmed documents to counties
Forms management	■ Serve as staff to the NCAOC forms committees ■ Design and maintain judicial forms located on www.nccourts.org ■ Respond to inquiries about forms ■ Assist in application development of automated forms
Training for newly elected officials	Participate in training provided by the University of North Carolina's School of Government or the Conference of Clerks of Superior Court for newly elected or appointed officials
Distance learning	Provide content for distant learning and job tools available through the NCAOC intranet
Conference coordination, presentations and committee participation	■ Provide training at numerous conferences throughout the year attended by magistrates, judicial support staff, trial court administrators, district attorneys, family court workers, drug treatment staff, and law enforcement ■ Develop the curricula and present the majority of classes offered at annual assistant and deputy clerks' educational conference ■ Serve on NCAOC forms committees and numerous other NCAOC and external committees involving court improvement
Disaster preparedness and continuity of operations (COOP)	■ Respond to disasters that affect courts – provide support to preserve damaged records, set up alternate facilities, train substitute local employees ■ Serve as the NCAOC COOP liaison with the chief justice's office and the governor's State Emergency Response Team ■ Coordinate COOP efforts for NCAOC offices located at the North Carolina Judicial Center in Raleigh
Workflow studies	Conduct workflow studies of clerks of superior court (studies involve interviewing all clerk personnel, observing workflows, and making recommendations to improve office efficiency and records security)

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