



TECHNOLOGY SERVICES

Infrastructure and Operations Support Services

IMPORTANT STATISTICS

As of June 30, 2015

NETWORK SERVICES

256 sites with network connections statewide
116 digital phone systems statewide, supporting
8,000 phones
1,500 network devices supported statewide

DISTRIBUTED COMPUTING SERVICES

180 distributed computing applications hosted
31 million emails securely delivered
106 million email spam/malware attacks blocked
795 virtual server devices supported statewide
(data centers and court site locations)
2,990 system access requests processed per
month or 35,880 forms processed annually

ENTERPRISE COMPUTING SERVICES

275 enterprise computing applications hosted
814 million transactions annually
46 million criminal records stored
19.74 million civil records stored
1.62 million transactions daily
486 million transactions annually

SUPPORT SERVICES

8,276 desktop devices supported
3,800 print devices supported
Over 540 courtrooms supported
70,972 Help Desk tickets processed
393,151 miles traveled in technology support of
Judicial Branch officials

WHAT USERS ARE SAYING

Chatham County Clerk of Superior Court

"When I think of AOC's disaster response, the following words come to mind: responsive, expedient, professional, competent, caring, and compassionate; in one word, exemplary. AOC's actions have been extraordinary."



The North Carolina Administrative Office of the Courts' (NCAOC) Infrastructure and Operations Support Section (IOSS) operates the Judicial Department's Data Center and Network Operations Center located at the Judicial Center in Raleigh. Our main goal is connectivity—to keep phones and computers operational. These centers are the technology hub for the Judicial Department's phones, computers, data access, and storage.

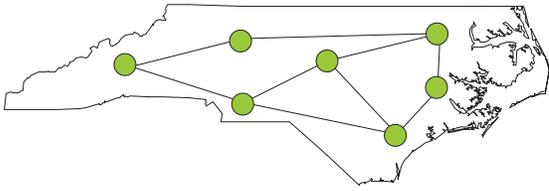
Although IOSS services affect each employee in the department, you may not know much about us—that's because our work mostly is behind the scenes. However, you may recognize us by a group of our field staff who work daily in local court locations and in Raleigh to keep phones and computers operating and to troubleshoot and provide support for technical issues that come to the NCAOC Help Desk. Our field support teams are located geographically at duty stations throughout the state to ensure rapid and knowledgeable response to court technology needs on a day-to-day basis and in the event of emergencies.

Our data protection management ensures that critical court data is stored securely and can be safely recovered in the event of a disaster. Our comprehensive disaster recovery process and business continuity of operations plan tie back to our main goal of maintaining connectivity.

The people and technology of IOSS work to ensure North Carolina's courts and its criminal law enforcement partners are securely and reliably connected to the technology and data they need wherever and whenever they need access—day or night, at work or on the road, regardless of weather or emergency circumstance, from Murphy to Manteo.

CourtNet Statewide Network

In 2008, IOSS planned and built a statewide network infrastructure that provides the court system with connectivity to the NCAOC, where court computer applications and data are stored. This infrastructure, CourtNet, is a resilient network infrastructure that uses fiber optic cabling and the latest high-speed network technologies, like Metro-Ethernet technologies. CourtNet has seven strategically located hardened remote point-of-presence (rPOP) access points to connect court facilities from every county in the state.



● Hardened remote point-of-presence (rPOP) locations with secure rack space, power, connectivity. NCAOC network equipment provides tie to a high-speed fiber backbone.

CourtNet, with its use of best-practice design principles and the latest telecommunications technologies, brings to the court system increased reliability and better performance (10 fold at many locations). CourtNet provides a solid network foundation to meet North Carolina courts' present and future technology needs. CourtNet technology supports the more than 97,725 judicial, law enforcement, and executive branch users statewide by ensuring fast and efficient access to services such as training, video conferencing, eFiling, eDiscovery, and network transfer of large graphics such as case evidence.

Network Operations Center

Our NCAOC Network Operations Center provides real-time statewide status reports to instantly let us know when judiciary phone or computer systems fail. This allows support teams to respond immediately to recover lost connectivity.



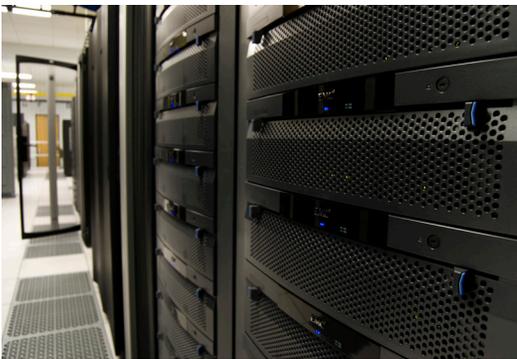
Technicians monitor computer and phone systems round the clock. Lost connectivity is detected instantly, and technicians respond rapidly to keep information technology up and running.

Round-the-clock monitoring and support options ensure that data coming to and from court offices across the state is secure and accessible when courts need it.

In addition to monitoring the data network, we provide security for all information technology (IT) operations, backup, and disaster recovery of all documents and data generated by statewide computer systems like NCAWARE, CASEWISE, and CCIS.

Data Center

The NCAOC Data Center includes, but is not limited to, two large enterprise system computers (traditionally known as mainframe computer systems). These large systems house and support all court legacy (ACIS) and web-based (NCAWARE) computer applications. Court data produced by these applications are stored and managed by this section for more than 97,725 potential users which includes law enforcement and other executive branch users. These large computer systems combined can execute more than three billion instructions per second. These large computer systems process more than 1.6 million transactions per day, as well as provide and support five additional environments for the development of court applications, resulting in the hosting of 240 total applications. In addition to the processing power, they provide storage management and backup of court data for disaster recovery and business continuity purposes. IOSS provides the statewide users, in both the judicial and executive branches, with a quality of service availability of more than 99 percent.



A small-scale server farm is the hub for network connectivity and data storage and retrieval for court related information.