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Analysis
Planning
Design
Implementation
Evaluation



No other firm can rival the **knowledge and experience** NCSC brings to court projects. Founded by national court leaders in 1971, NCSC is uniquely qualified to bring **proven solutions** to state and local courts. NCSC's court improvement methods and tools are based on collaborative research and information collected from courts around the nation and the world.
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Information Technology Projects

Analysis

- Assess and analyze court-related information technology processes, systems, structures, and personnel resources
- Map and re-engineer business processes
- Analyze court caseload and workflow
- Determine information technology exchange points between courts and their justice partners

Planning

- Assess current planning methodologies to ensure a balanced approach in all planning activities
- Conduct strategic information technology planning
- Conduct strategic integration IT planning for courts and justice partners
- Develop "Request for Proposals" (RFP) for courts
- Develop criteria to evaluate vendors' proposals
- Provide change management training and facilitation

Design

- Provide court expertise to technology design projects
- Conceptualize information technology systems
- Identify initial information technology requirements
- Provide cost/benefit analysis of proposed information technology designs
- Incorporate COSCA/NACM Technology Functional Standards into case management automation requirements

Implementation

- Manage projects from RFP development to implementation
- Assist in the selection of information technology project leadership and team composition
- Conduct training and coaching for information technology project management
- Provide facilitation between information technology users and information technology providers

Evaluation

- Provide methods for courts to evaluate their information technology and business processes for customer effectiveness and efficiency
- Review recommendations implemented by other sources

NCSC's court consultants and technology specialist collaborate with today's court leaders to define, study, and implement practices that improve the efficiency and effectiveness of judicial administration.

The National Center for State Courts is a nonprofit organization funded by assessments from the states, fees for services, and private donations. State chief justices, court administrators, and business leaders comprise NCSC's Board of Directors.